CARY STREET PARTNERS

CLIENT SERVICE ASSOCIATE

Summary of Expectations

The Client Service Associate provides primary support to the Wealth Management Group and must possess excellent organizational skills and interpersonal capabilities to effectively interact with employees, clients, and vendors. The position will provide support to Financial Advisors, be responsible for all administrative duties, and assist in all areas of client operations including opening new accounts and account maintenance. The Client Service Associate must be detail oriented and have the flexibility and ability to prioritize various projects and take initiative on tasks. The position will work in the Tampa, FL office.

Position Responsibilities and Essential Functions

- Maintains confidential and time sensitive material.
- Maintains various aspects of client accounts including opening new accounts, processing and submitting documents, and initiation and filing of client Investment Consulting Agreement.
- Maintains client hard copy and electronic files.
- Handles alerts and action items from platforms.
- Masters custodial, portfolio management, and customer relationship management software and platforms.
- Provides client operational support, including entering trades and executing money movement.
- Supports Financial Advisor by preparing correspondence and commentary, client proposals, presentations, and spreadsheets.
- Assists with client presentations, including preparing, assembling and proofreading various documents for client books, PowerPoint and Excel documents for presentations, and marketing material and various forms.
- Performs various clerical duties including copying, printing, assembling and binding of material for special projects as needed.
- Schedules client meetings, maintains Financial Advisor's calendar, books conference rooms, and orders lunches, drinks or snacks.
- Assists with seminars through preparation and maintenance of invitee and attendee list, preparation and mailing of invitations and maintenance of responses, and vendor relations concerning orders and logistics.
- Maintains information in the contact management system.
- Assists with data entry including Money-Guide Pro.
- Assists with formulation of policies and procedures regarding opening accounts, maintenance of client files, monthly preparation of information for client billing and other operational functions performed on a regular basis.
- Performs various administrative functions: answering and directing incoming telephone calls, opening, dating and sorting of incoming mail, preparation of outgoing

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US mail, courier or delivery service packages, ordering of supplies, and equipment maintenance.

- Maintains regular and reliable attendance.

Professional Experience

- Three plus years prior experience preferred; however, culture-fit is paramount, and we are willing to consider those with less experience if they excel in the personal attributes noted below.
- Experience in professional services industry (finance, legal, tax, etc.) with operations or administrative assistant experience preferred.
- Strongly proficient in the Microsoft Office Suite, with willingness to learn other industry-specific technology/custodial systems, as required.
- Equivalent of a Bachelor's degree or 4-years of college preferred.
- Current SIE, Series 7, and Series 66 licenses preferred, but not required.

Personal Attributes

- Ability to work effectively on multiple projects.
- Collaborative team player with positive attitude and growth mindset.
- Unquestionable integrity and good judgment.
- Ability to learn new processes quickly, take initiative, and multi-task with little supervision.
- Excellent verbal and written skills.
- Ability to organize and prioritize work with attention to detail.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.

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