CARY STREET
PARTNERS

CLIENT SERVICE ASSOCIATE - REGISTERED

The Client Service Associate – Registered 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, have the flexibility and ability to prioritize various projects, and take initiative on tasks. The position will be based in the Glen Allen, VA 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/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.
- Oversees Black Diamond performance reporting and data aggregation.
- Enters and maintains client information in Salentica, our client relationship management system.
- Assists with data entry for investment plan and formal financial planning engagements.
- 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 US mail, courier or delivery service packages, ordering of supplies, and equipment maintenance.
- Acquires licensing and builds knowledge base to develop into an Associate Financial Advisor, gaining more client facing responsibilities.

Professional Experience

- 3+ years of 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.
- Background in professional services (finance, legal, tax, etc.) with operations or administrative experience preferred.
- Strongly proficient in 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 licenses or the ability/willingness to obtain these licenses within 12-months of employment. Other licenses could be required.

Personal Attributes

- Collaborative team player with a positive attitude and growth mindset.
- Possesses the drive and desire to grow into a financial advisor.
- Ability to work effectively on multiple projects.
- 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.
- Naturally curious and derives personal satisfaction from helping others.

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. Cary Street Partners participates in e-Verify and will submit your I-9 documentation to the federal government to confirm your legal eligibility to work in the United States.