JOB DESCRIPTION: CLIENT SERVICE ASSISTANT

SUMMARY OF RESPONSIBILITIES
This position provides client service support to the representative's clients and assists with administrative support in the day to day operations of the firm.

PRINCIPAL RESPONSIBILITIES
1. Ensure all required forms are completed completely and accurately; when needed meet with clients to complete paperwork.
2. Generate reports such as position statements, for representative's meetings with clients.
3. Track pending business and service paperwork; update pending business and service summary sheet for advisor’s attention; track and tally all outstanding work.
4. Handle phone calls from clients, when appropriate; transfer calls to advisor, when required.
5. Electronically file client statements, correspondence, and agreements so that all client filing is completed within five business days.
6. Handle advisor needs proactively.
7. Conduct research on Morningstar or and other research sites as directed by representative.
8. Assist with seminars as directed by representative.
9. Place trades at representative's direction, if licensed.
10. Make recommendations to systematize and improve office functioning.
11. Provide administrative support including:
   - Maintain updated client contact records using GoldMine or other Client Management System. Document all client contacts and service work.
   - Print trade confirmations.
   - Follow up on outstanding transactions (e.g., transfers).
   - Maintain up-to-date organized client files, including copies of all signed applications and forms, according to firms Compliance requirements.
   - Prepare and send outgoing mail.
   - Maintain appropriate turnaround time on incoming items (e.g., 24 hours for checks).
KNOWLEDGE/SKILLS/COMPETENCIES REQUIRED

- B.A. or B.S. preferred.
- Three years of experience in the investment/insurance industry; experience working with National Financial Services (NFS) processes and forms is a plus.
- Exceptional customer service experience.
- Series 6 or Series 7 license along with Series 63 is a plus.
- Proficiency with computer programs, including MS Word & Excel, GoldMine, ACCESS, Advent, and Morningstar.
- The ability to interact with people across all levels of the business
- Attention to detail.
- Demonstrated ability to work in fast-paced environment.
- Sufficient patience to do repetitive work correctly.
- Ability to fill out forms exactly.
- Effectively prioritize workload and meet deadlines.
- Ability to follow directions exactly.
- Sophisticated organizational skills, including physical resources (such as files, manuals, etc.) and non-physical resources (such as calendars, appointments, events, client contact records, images, etc.).
- Familiarity with basic marketing concepts and practices.
- A self-starter who can work well independently.

If you are interested in this opportunity please send your resume to
resumes@camelbackrp.com