Client Service Associate (Battery area)

GENERAL DESCRIPTION

As a family-owned, independent firm with over 40 years of experience in Atlanta, we are committed to helping our clients achieve their financial goals in a welcoming and collaborative environment. We offer objective advice, tailored strategies, and genuine dedication to client success. In this Client Service Associate role, you will provide essential administrative and operational support to our Wealth Managers and their clients. Your responsibilities will include handling client inquiries, processing account transactions, maintaining accurate records, and ensuring compliance with regulatory requirements. As a key liaison between clients and our wealth management team, you will ensure seamless communication and efficient service delivery, contributing to a positive client experience.

DUTIES & RESPONSIBILITIES

The candidate shall report to the Operations Manager and must be able to perform a variety of tasks including the following:

Client Onboarding & Account Management:

- Manage the complete new client onboarding process, including accurate completion of all necessary paperwork, account setup, and CRM database entry.
- Manage client account administration, encompassing account openings, closings, deposits, withdrawals, and transfer of securities.
- Prepare and manage all client-related paperwork, both external & internal.
- Update and manage client data within CRM system
- Monitor daily account activity and alerts from custodians & portfolio accounting software, proactively addressing any discrepancies or potential issues.
- Track and process Required Minimum Distributions (RMDs); ensure tracking information updated in CRM

Client Communication & Relationship Support:

- Maintain consistent client communication via phone, email, and in-person meetings, and participate in client meetings as needed.
- Serve as liaison between Client and Wealth Manager for administrative matters
- Coordinate with clients' tax and legal counsel on relevant account matters.
- Assist with preparation for client meetings and any follow-ups
- Participate in weekly internal client review meetings, ensuring all administrative matters are in order

Operational & Administrative Support:

- Coordinate with the Trading department to raise cash when needed
- Ad-hoc projects

QUALIFICATIONS

A qualified candidate will meet the following guidelines:

- 4-year college degree preferred
- 5+ years of industry experience specifically in client servicing
- Excellent oral and written communication skills
- • Proficient with Microsoft Office
- Tamarac experience preferred (serves as the Firm's CRM, Trading, and Reporting platform).
- Organization skills and strong attention to detail with the ability to prioritize workflow and projects; able to work with deadlines and be flexible under pressure
- Demonstrated financial services industry & product knowledge
- Proven ability to build and maintain effective relationships with clients.
- Team player with the ability to collaborate with others

- Self-starter, self-motivated, and results-driven, with a proven ability to proactively identify and resolve client issues.
- Knowledge of regulatory compliance within the financial services industry.
- Experience with brokerage platforms such as Schwab and/or Fidelity.
- **Important Note: Candidates must be able to successfully pass a background and credit check to be considered for employment**

Qualified applicants should send their resumes to Shari Cown at shari@scconsultingsvcs.com.