

Job Title: Client Service Associate

Reports to: Operations Manager

Level: Full time, non-exempt

Location: Louisville

Last Updated: January 10, 2022

Fast-growing wealth management firm located in Louisville, KY has an immediate opening for a Client Service Associate. Exciting opportunity for the individual who has excellent client and management skills; has proven ability to navigate fast paced job requirements with skilled interpersonal abilities; is capable of learning new processes with a foundational understanding of the financial services industry. This position has growth potential that will lead to further advancement by managing and leading people and strengthening processes.

Essential Duties and Responsibilities

- Manage client needs regarding processing, service, and problem resolution in a timely and accurate manner while ensuring documentation and record keeping adheres to compliance standards.
- Successfully partner with our Broker Dealer with new account establishment, money movement, account maintenance and compliance
- Process, submit, and service all account paperwork/requests; follow through to completion utilizing paperless procedures (including eSignature) when available
- Utilize our CRM, RedTail, to track work and create documentation of actions
- Deepen client relationships and establish credible rapport both in-person and via phone to identify potential benefits and services and enhance clients' relationship with the firm.

Knowledge, Skills, and/or Abilities

- Associate degree required; Bachelor degree preferred
- At least four years of financial services experience
- Knowledge of investments, insurance, trust, and bank products
- Advanced computer skills (Outlook, Word, Excel, Power Point) are essential
- Excellent communication skills, both verbally and in writing
- Strong time management and organizational skills; able to work independently and as a team member to manage multiple tasks at once
- Ability to build relationships with clients and internal team members at all levels

Expectations

- Respect and earn the respect of fellow team members
- Take ownership of identified processes and responsibilities
- Keep open communications with manager, team and leadership
- Perform work with confidence and pride, follow through to completion
- Dependable
- Make informed decisions-discuss with manager when needed
- Grow and learn from past mistakes
- Work in a safe, clean and employee friendly atmosphere

We're committed to providing equal employment opportunities to all employee and applicants without regard to race, ethnicity, religion, color, sex (including childbirth, breast feeding and related medical conditions), gender, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability or any other protected status in accordance with all applicable federal, state and local laws.