SENIOR CLIENT SERVICE SPECIALIST / OFFICE MANAGER

JOB OVERVIEW

The Senior Client Service Specialist is an integral part of our team, serving as a true connection between our clients and the entire team at TABR. This is an opportunity for long-term growth with the firm, and we offer competitive compensation, including bonuses, development opportunities, and training. Our clients stay with us for the long term, so we encourage our employees to do the same. This great communicator and enthusiastic person will support the vision, positive culture, and team spirit across our firm and clients.

The key role of this position is to engage and support the overall success of many different projects and initiatives and by working side-by-side with our Advisors and Client Services staff. The Senior Client Service Specialist focuses on team engagement, client success, and project managing assignments. This individual enjoys and excels at managing the day-to-day operations of the office (including human resources, communications, investment management, compliance, and technology) while also enjoying interacting with clients.

This position requires a proactive approach and an ability to carry out the duties of the position independently. The ideal candidate will exhibit high accuracy standards, excellent communication skills, good judgment, and an ability to take initiative and prioritize daily tasks. The ability to effectively manage time and multi-task with attention to detail is critical to this role.

What We Offer

- Salary range from $75,000 to $85,000, plus bonus
- Medical & Dental Insurance
- 401 (k) plan, including match
- Paid time off

We're in the people business, and our clients want to see our smiling faces when they walk through the door. We support the health and safety of our clients and employees. By achieving a 100% vaccination rate for all office staff, we have created a safe in-person environment for our clients and our staff.

ESSENTIAL RESPONSIBILITIES

Client and Firm Engagement

- Provides administrative support as needed: answers calls, manages contacts, manages schedules, expenses, and various types of correspondence, and produces reports and presentation materials
- Responsible for the firm's accounts payable and accounts receivable, including the quarterly client billing process and performance reporting
- Maintains and retains office files consistent with firm/professional policies and requirements
- Assists with marketing as requested, including newsletters, blog, social media, website, communications, etc.

- Conducts general office management duties and other administrative-related tasks and projects as needed, including ordering office supplies
- Sends paperwork to clients using the electronic signature system while adhering to the Custodian's compliance rules pertaining to electronic signatures
- Quality checks and submits custodial items for processing
- Serves as mentor to other employees

Advisory
- Coordinates with Advisors in the development and preparation of clients' financial plans
- Engages and supports weekly Client Prep meetings, ensuring Advisory and Client Services staff are ready and prepped for upcoming client meetings
- Supports client onboarding requirements with financial planning and investment management applications
- Prepares and produces back-office support demands for complex client account requests
- Leads back-office support initiatives and core projects that support Advisors
- Gathers and prepares necessary information for advisory meetings with clients

Compliance
- Supports compliance to maintain an effective and robust investment advisory compliance program
- Conducts certain compliance program tests
- Performs other compliance-related tasks and projects as assigned

POSITION SPECIFICATIONS

Experience and Education:
- A bachelor's degree preferred (finance background is helpful)
- Opportunity to get Series 65 and Financial Paraplanner Qualified Professional (FPQP) certification
- Ideally, 5-9 years of experience in a financial services firm with an emphasis in client services, operations, and accounting
- Strong management experience demonstrated through leading a team of 2 or more, either through reporting structure or special projects
- Experience with investments and financial planning applications preferred

Skills and Knowledge:
- Subject Matter Expert in Senior/Client Service Roles
- Excellent communication skills (verbal, written, and listening)
- Proficient with QuickBooks, Excel, portfolio management software, CRM software, and Microsoft Office Suite
- Knowledge of RIA operations, regulations, compliance, and oversight
- Demonstrates personal integrity, honesty and can deal with confidential information daily
- Ability to handle stress in an ever-changing investment market
- Excellent time management and strong organizational skills
- Ability to prioritize multiple tasks and anticipate potential problems