CAPITAL PLANNING ADVISORS™

Job Title: Client Manager
FLSA Classification: Exempt
Reports to: Sr. Management

SUMMARY

Build and enhance client relationships with individuals, families and business owners that inspire trust and encourage long-term legacies as CPA customers. Manage and grow existing clientele with a focus in the private wealth and retirement plan marketplace. Fulfill the ongoing service needs to clients, with strong understanding of the operational process and partner capabilities to be successful. Assist with new business implementation and work closely with vendor relationships when needed. Take direction from management team and work closely with CPA team members to ensure clients are managed appropriately and exceed their expectation whenever possible. Use customer relationship management methodology to systematically record client contacts, service needs, and interactions. Lead ad hoc projects and make decisions that have moderate impact on the business.

ESSENTIAL FUNCTIONS

Client Management

- Establish and maintain relationships with assigned clients to achieve or exceed client service and retention standards.
- Expand client relationships by uncovering opportunities for additional account types and features as well as asset consolidation beyond current wallet share.
- Provide best-in-class onboarding of new clients.
- Identify opportunities to offer additional services with other CPA business groups, as appropriate.
- Proficient and knowledgeable in all areas of the private wealth and retirement plan marketplaces.
- Leverage tools and resources as needed.

Investment Management

- Understand client investment objectives considering risk tolerance, asset allocation and liquidity needs while ensuring alignment with client overall goals.
- Work with the firm's portfolio management team to incorporate clients' investment strategies with their planning objectives.
- Review portfolio issues (i.e., taxes, liquidity events, capital calls, etc.).
- Present alternative investment ideas to clients.
- Represent CPA's investment philosophy/views to colleagues, clients, and prospects in person, or by written commentaries as needed.
- Serve as key team member and point of contact for assigned clients to deliver all services provided by CPA for current clients.

Retirement Plan Management

- Work with administration and compliance on outstanding issues and/or new features available due to recent legislation or product enhancements.

- Coordinate accurate and efficient day-to-day administration of assigned plans.
- Ensure all plans are compliant with applicable regulatory and CPA requirements.
- Manage fee structures; prepare and interpret plan documents.
- Provide information for plan audits to accountants and clients when needed.
- Leverage vendor partners to coordinate and conduct employee meetings to increase participation and client retention; increase or maintain participation levels and average deferral percentages; assist employees with future retirement planning
- Use periodic reviews and regular contacts to create conversations and proactively ask clients about retirement plans, to advise on options, and make sure management and performance objectives are met.

Perform other responsibilities as requested to achieve business objectives.

REQUIRED QUALIFICATIONS

- Strong teamwork skills and the ability to work collaboratively and independently in a small group setting.
- Bachelor's degree
- Series 65 license or other professional designation required or needed within 3 months of starting position
- 5+ years of service and retirement plan marketplace experience.
- Valid driver's license.
- Knowledge of mutual fund, securities, and insurance industries.
- Competent on computer for conducting research and navigating various proprietary systems.
- Proficient in Word, Excel, Outlook, PowerPoint, and videoconferencing.
- Experience providing quality financial advice.
- Strong communication skills, both written and verbal

OTHER SUCCESS FACTORS

- Personal responsibility, accountability, and internal initiative for continuous improvement.
- Self-motivated, creative, and entrepreneurial personality.
- Finance, economics, or similar business degree.
- Ability to manage conflicting priorities and multiple responsibilities simultaneously.
- Confident, engaging interpersonal style.
- Ability to articulate complex concepts in easy-to-understand terms.

PHYSICAL REQUIREMENTS

- Ability to operate normal and customary equipment/technology used in a business environment, with or without accommodation

WORK ENVIRONMENT

Activities occur inside an office environment or from a secure remote location.

Capital Planning Advisors operates in a fluid economic environment. This job description is a summary, not a contract. The duties and responsibilities of this role may change at any time due to business needs.