Client Service Associate

Job description

Coble Cravens is a dynamic and growing independent wealth management and financial planning firm in Arlington, TX. We are actively looking for an exceptional, high-performing professional to join our financial planning and retirement services team.

Be part of more than a wealth management firm. Be part of a community.

Our namesake comes from two of the longest standing names in Arlington history. The Cravens and Coble families trace their roots and strong ties to the community and civic service as far back as the early 1900s.

In that time, Coble Cravens Investments and Insurance has built a reputation for integrity and service. We value the strong ties with local business owners and families that span multiple generations that we have developed over these decades. We are also excited about the extraordinary growth and progress we have experienced in Arlington and Tarrant County.

As a Client Service Associate, you will be a key member of the Financial Services and Investment Management team, responsible for a wide array of duties ranging from administrative activities, such as opening new accounts and performing account maintenance, to providing extensive customer service to our clients, including calling clients to schedule appointments and meeting with them and assisting with required paperwork.

The ideal candidate would have 2+ years of related experience in financial services and/or financial planning administrative support.

Responsibilities

Advisor Support

- Meet with advisors to review and schedule client meetings.
- Review with advisors prior to client meetings to prepare agenda, paperwork, documentation, and requests for additional information.
- Prepare documents for account opening, transfer of assets, onboarding, etc.
- Manage clients' Required Minimum Distributions (RMDs).
- Reviewing system for:
    - Withdrawals
    - Insufficient funds for periodic distributions, including RMDs
    - Updated 1099s
    - Outgoing transfers
- Handle phone calls, faxes, and e-mails from clients and take action needed in response to inquiry. Communicate actions taken to advisor that pertain to him/her directly, and record in Contact Management System (CRM).

- Review the CRM dashboard daily and identify items that need to be addressed and handled, confirm the task is completed, and record notes in CRM.
- If licensed, place trades (buy/sell) and complete necessary documentation to handle the processing of trades.

Client Support

- Meet with clients to:
  - Establish online access to financial planning software or other pertinent websites
  - Assemble Welcome Kit for New Client Meeting
  - Go over Welcome Kit with new client
  - Obtain signatures on all relevant documentation
- Handle client-initiated requests. These requests include questions and paperwork regarding:
  - Financial planning software enrollment or questions
  - Establishing ACH instructions for periodic distributions
  - Making deposits and taking withdrawals
  - Personal information and beneficiary updates
  - Cost basis information.
  - Tax reporting inquiries or issues.
- Contact clients with any changes in their accounts.
- Document all contact and actions taken with client in CRM.

Administrative Support

- Work with team members in preparing documents for client signature, returning calls, scheduling appointments, scheduling prospect and client attendance at seminars.
- Work with admin and junior advisors to assign and update checklists and workflows for the CRM and support other team members as situations arise.
- Follow the prescribed checklists and workflows that pertain to your position.
- Filing of all client documents, including electronic document storage facility.
- Scanning and attaching documents in the CRM.
- Assist with answering phone calls or delegating faxes to appropriate staff.

Required Skills & Experience

- Minimum of two years' experience in the financial services industry
- Bachelor's Degree preferred in business, administration, or similar field of study
- Series 7, 63, and 65 registrations preferred but not required
- Experience utilizing a Contact Management System (CRM)
- Proficient with Windows based software, including MS Word, Excel, PowerPoint
- Excellent oral and written communication skills
- Excellent people skills; enjoys constant interaction with clients
- Organized, meticulous, detailed-oriented and able to multitask

- Ability to work independently with good problem solving and time management skills
- High degree of confidentiality & latitude
- Ability to exercise good judgment by recognizing urgency and setting priorities
- Must pass criminal and credit background checks

Benefits

We recognize that talented people are attracted to companies that provide competitive pay, comprehensive benefits packages and outstanding advancement opportunities. For this reason we offer a Comprehensive Benefits Plan that includes the following:

- 401K
- Medical, dental and vision-care coverage
- Flexible spending accounts
- Paid time-off
- Annual bonuses based on performance
- Employee and Dependent life insurance
- Disability insurance
- Accidental death & dismemberment insurance

Job Type: Full-time

Salary: $55,000.00 - $65,000.00 per year

8 hour shift

Monday to Friday

Application Question(s): Must pass criminal and credit background checks

Experience: Financial services: 2 years (Required)

Work Location: In person