



Evangelista & Associates

Wealth Management for University Faculty and Staff

Director of Client Services and Paraplanning

Evangelista & Associates is currently looking for a leader to oversee our Client Services and Paraplanning Department. This position leads the operations and paraplanning teams, oversees the construction of complex financial plans, and ensures high-quality client service delivery.

This Director-level position oversees day-to-day firm operations, including the operations and paraplanning team, and drives process improvements that support a high-growth advisory practice. The ideal candidate has deep operational experience, strong organizational skills, and the ability to collaborate across functions, vendors, and custodial partners.

Key duties include reviewing, enhancing, and streamlining workflows to improve efficiency; maintaining compliance standards; and managing the operations and paraplanning teams.

The Director of Client Services and Paraplanning is a key role responsible for ensuring operational excellence, regulatory adherence, and scalable systems across our firm.

Key Responsibilities

- **Team Leadership:** Supervise and mentor the operations and paraplanning team, managing workflow to meet deadlines.
- **Process Improvement:** Review, enhance, and streamline operations and paraplanning processes and systems to increase team efficiency.
- **Technical Expertise:** Serve as internal owner of the firm's technology stack, including CRM, portfolio management systems, compliance platforms, communication tools, and custodial portals.
- **Evaluate:** Research new tools and enhancements to improve efficiency and client experience.
- **Manage system:** Permissions, updates, integrations, troubleshooting, and vendor support tickets.

Operational Leadership

- **Oversee daily operational workflow and Operations Team:** Ensuring systems and processes are efficient, scalable, and aligned with firm growth.
- **Act as a backup:** For account-opening paperwork, transfers (ACATs), and maintenance support.
- **Maintain:** And enhance the firm's procedure documentation and standard operating processes (SOPs).
- **Develop:** And maintain onboarding programs for new hires, ensuring consistency in training across operational and paraplanning functions.

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Paraplanning Leadership

- **Oversee:** The paraplanners' preparation of financial analyses for clients, including retirement, estate-planning, education-funding, stock options, and risk management needs.
- **Ensure paraplanning team:** Is timely and accurate in their activities such as preparation of meeting agendas, client paperwork, investment policy statements, and asset allocations, as well as post-client-meeting tasks such as developing meeting notes, performing financial situation analyses, and coordinating planning implementation with outside professionals if necessary.
- **Ensure paraplanning team:** Is continuously monitoring clients' financial situations with detail and accuracy.
- **Coordinates with advisors:** To ensure paraplanning team is preparing properly for client meetings, preparing portfolio performance reports, verifying the accuracy of the information, and developing preliminary recommendations in conjunction with the Advisor in the most efficient manner.
- **Oversees:** Paraplanning workload to confirm completion of agreed-upon recommendations, including opening of new accounts, processes are documented, transfers are completed, required paperwork is submitted, and in good order, and client communications are ongoing.

Technology Oversight

- Serve as internal owner of the firm's technology stack, including CRM, portfolio management systems, compliance platforms, communication tools, and custodial portals.
- Evaluate new tools and enhancements to improve efficiency and client experience.
- Manage system permissions, updates, integrations, troubleshooting, and vendor support tickets.

Skills and requirements:

- 4+ years of experience in operations and/or paraplanning for a financial firm or related industry
- Exceptional oral, written, and interpersonal communication skills
- Works independently on various projects with minimal supervision as assigned by the Executive Team
- Exceptional attention to detail, organizational skills, and accountability.
- Can set priorities and organize tasks to accomplish work objectives, with the ability to multitask in a fast-paced environment with tight deadlines
- Proven ability to document and improve processes.
- Ability to manage cross-functional projects and collaborate effectively with leadership.
- Strong communication skills and comfort leading training, documentation, and vendor discussions.

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Attributes for Success

- **Urgency - Gets shit done (and celebrates it):** Highly proactive problem-solver who takes ownership, follows through, and drives issues to resolution without needing heavy oversight.
- **Ethics:** Must be able to show good judgment and decision-making, have impeccable ethics and integrity, and comply with all regulatory requirements.
- **Drive:** The skills to take the initiative to move ahead on assignments in the most efficient, timely, and productive manner with minimal encouragement
- **Detailed, Poised excellence:** Delivers consistently high-quality work, stays calm under pressure, and brings strong attention to detail, especially in operational and paraplanning contexts.
- **Critical Thinker, Improve processes/systems thinker:** Enjoys creating order from complexity; builds scalable workflows, documentation, and controls that make the firm stronger as we grow.
- **Team first:** Collaborative and service-oriented; willing to jump in where needed and support teammates across departments to keep the firm running smoothly.
- **Continuous self-improvement:** Curious and growth-minded, seeks feedback, learns quickly, and actively improves their own operating rhythm and effectiveness over time.

About the company

Evangelista & Associates is a boutique Wealth Management and Financial Advising Services firm located in Ann Arbor, MI. Established in 2003, we specialize in working with University Faculty & Staff to create and manage wealth and are dedicated to bringing lasting change to the lives we touch. Our firm has a work-hard, have-fun culture in a very fast-paced environment. The firm is deeply committed to each team member's goals and career aspirations.

Additional Benefits:

- **Insurance** - Employee Paid 50%; Employer Paid 50%- Medical, Dental, Vision
- **Insurance - Employer Paid** - Life Insurance (\$50,000)
- **Retirement - Simple IRA** - Company match up to 3%/year.
- **Education** - Tuition reimbursement for all required Licenses and Registrations, including Exam Fees.
- **Equipment** -Laptop provided at company expense.
- **Extra Perks** - Monthly education programs, team retreats, quarterly team building events and/or happy hours. Generous paid time off as well as additional paid holidays.
- **Giving to Charity** - Quarterly philanthropic activities planned by staff and supported by the company.
- **Compensation:** We offer a competitive salary with bonuses and benefits.
- **Starting Date:** Position is open for immediate consideration

For more information about Evangelista & Associates, please visit our website at:

www.university-wealth.com

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