Financial Planning – Client Service Associate / Office Administrator

Who We Are

We are a small, stable, well-established financial planning firm, specializing in Retirement Planning, located in professional offices in Pleasant Hill, CA. We are seeking a Client Service Associate to help with our mission of helping clients determine and achieve their financial priorities. Our approach is holistic and client relationship-oriented, helping our clients to plan for and enable what is most important to them. Our approach integrates retirement along with investment, tax, estate, and elder care planning. Our passion is enabling clients secure and fulfilling retirement.

This is a unique opportunity for a career-oriented individual with administrative experience and strong financial industry interest. Three or more years of successful office management and client servicing experience are important to succeed in this position. Industry experience preferred but might not be mandatory.

For more information about us and our company, please visit our website https://www.retirement-approaches.com

Position Overview - Client Service(s) Associate (CSA)

The Client Services Associate plays an important role for the organization and is instrumental in making sure clients have a frictionless experience with us. An important aspect of the position is getting to know our clients, to facilitate personalized services and close long-term relationships. With responsibility for the day-to-day administrative and some operational duties of the firm, the Client Services Associate helps keep the office running smoothly and ensures that all client documentation and processing is handled in a timely, accurate, and professional manner.

Work Hours

Guideline: 5 days a week Monday - Friday, 7 hours per day starting at 9:00 AM typically, so normal base is 35 hours. Some flexibility with time and hours may be possible and limited remote in the future.

Tasks and Functions

Client Service: Receive client inquiries, research issues, follow-up, and respond to client or gather information for the advisor to do so.

Calendar and CRM Management: Own the office calendar. Contact clients and vendors to schedule or reschedule appointments as requested.

Client Reception: Ensure a welcoming first impression and experience for office visitors.

Phone Reception: Make callers feel welcome, call screening, flag service inquiries and handle or take messages.

Incoming / Outgoing Mail and Fax: Daily opening and sorting of incoming mail. Flag client service inquiries and handle. Follow our standard correspondence procedures.

Appointment Preparation: As needed to assist Planners.

Filing System Maintenance: Download and scan client and program information documents. File organization and trimming – mostly electronic.

Business Processing: Coordinating and/or completing investment applications and service-related forms/processes.

Office Appearance: Ensure professional, neat, and welcoming appearance of the reception area, conference room, back filing area, kitchen, plants, lighting, and music.

Office Equipment Maintenance: Ensure (e.g. copier, printers and mail station) are working and supplied.

Office Supplies: Maintain a reliably up-to-date inventory.

Compliance: Administer required regulatory reporting requirements.

Client Relationship: Develop, distribute, and analyze client satisfaction surveys. Manage client cards/gifts. Maintain information on client in CRM (client relationship management software).

Systemization: Develop and maintain reliable documentation of procedures.

Other: Performs other duties as assigned.

Position Qualifications

Education and Experience: High school diploma and minimum 3 years of office experience and able to meet legal requirements for employment in the US. Financial industry experience and knowledge is helpful. Additional training may be available.

Personal traits: Personable, professional appearance, team-player, honest, diligent, desire to provide excellent client service and strong administrative support, detail oriented, organized, and proven ability to closely follow standard procedures and assist in development of new procedures, ability to prioritize tasks, and provide input to improve efficiency of office operations.

General Skills: Good verbal and written communication, familiarity with standard office equipment, filing and organization, and other office administrative skills. Strong focus on accuracy. Proven ability to perform independently. Strong organizational and time management skills.

Computer Skills: MS Office, Windows, Internet, and e-mail. Requires good aptitude for learning new applications and systems. Training will be provided in PATHFINDER financial planning software, Redtail CRM and Broker/Dealer systems specific to the business.

Position Compensation

In exchange for your expertise, we offer a base pay rate, bonus potential, 401(k) after 1 year, potential for career growth, and an opportunity to play a key role in the continued success of our company. Immediate accrual of vacation and personal days, with reasonable flexibility. Note that the position does not presently include medical, dental, vision or other similar benefits.

How to Apply if interested:

Please e-mail your *Resume*, with a *Cover Letter*, thoroughly detailing and covering the following:

1. Your unique qualifications for this position (e.g., education, experience, skills, personal characteristics)
2. Your compensation expectations
3. What about this position is of most and least interest to you and why?

Please note that your cover letter and resume will be pivotal and determinative to your receiving serious attention for the position. This will give us some insight into your ability to follow directions, attention to detail and your communication skills.

The position is currently available, and we plan to hire ASAP.

Please cut and paste into your subject line: Inquiry RE: Client Service Associate / Office Administrator Position (our computer will be set up to route this past our spam filters)