Client Service Associate

**POSITION OVERVIEW**

Coordinate all aspects of Office Management on the team to create a positive, organized, and professional environment. Meticulously manage all aspects of the Client Service Experience to ensure standards of excellence are achieved as it relates to team branding, firm service standards, and compliance. Fully coordinate all aspects of the New Client Onboarding Process to ensure this process is implemented flawlessly and consistently. Support the Financial Advisor in achieving their business goals.

**POSITION DESCRIPTION**

1. **Coordinate all aspects of OFFICE MANAGEMENT to ensure effective team operations and the optimal client environment and experience.**

* Responsible for a variety of tasks to ensure the Office Management is on point for everyone
* Answer all incoming calls in a timely, professional manner, managing calls as appropriate, forwarding to others when necessary, and taking messages if required
* Consistently manage the team email box in a timely manner
* Manage the Compliance Reporting aspects of the team
* Maintain comprehensive communication records using a contact management system including email capture, notes, call history, tasks, FORM Profiles, etc.
* Fully integrate the CRM with automation of each of your ongoing Office Management, Client Service, and Client Onboarding responsibilities
* Work collaboratively with back office and other third parties where appropriate to create smooth operations for the team
* Manage and maintain the Procedures Manual for the team
* Review and distribute all inbound physical correspondence (mail, FedEx & courier).
* Process, distribute, and track all outbound physical correspondence (mail, FedEx & courier)
* Coordinate the procurement of any Office Equipment if required
* Ensure office reception area and any client meeting areas are neat, organized, and professional (ensure proper set up and take down/clean-up is maintained)
* Water the plants regularly so they enhance the office environment
* Initiate holiday themes (Christmas, Canada Day, etc.) when appropriate in the office using decorations, music, etc. to make it a fun and festive environment for all
* Monthly review of team website to ensure functionality of all links and initiate new articles for inclusion, as well as provide feedback for other general enhancements
* Attend and participate in the Weekly Team Meeting
* Work collaboratively with everyone on the team to ensure a positive work environment and exceptional client experience
* Provide back up when other operations team members are away for their lunch break, vacation, or out of the office sick
* Assist other team members when needed to balance out capacity even when it means you are doing something outside of your typical job description

**2. Meticulously manage all aspects of the CLIENT SERVICE EXPERIENCE to ensure we exceed client expectations, firm service standards, and adhere to all Compliance and Regulations.**

* Manage all incoming client service-related communication as efficiently as possible and delegate remaining communication to others on the team as and when required (client calls, e-mails, communications, faxes, and inquiries)
* Provide quick, effective responses and resolution to client service & experience issues ensuring prompt and efficient problem resolution
* Escalate problems/client service issues and bring to the attention of other team members as required
* Greet and welcome clients when they arrive to the office – provide place to hang coats, offer them beverages, and make them feel welcome
* Coordinate and manage implementation of the following client service deliverables:
  + Schedule and confirm all Client Review Meetings
  + Assist with basic Client Review Meeting preparation
* Set up proactive Call Rotations on CRM for the Advisors
* Coordinate implementation and delivery of Moments of Truth for top-tier clients
* Coordinate Thanksgiving Acknowledgements (Card & Gift)
* Proactive manage Articles of Interest delivery
* Design, track, and coordinate Birthday Acknowledgements
* Coordinate all aspects of Client Appreciation Events
* Coordinate all aspects of Educational/Workshop Events
  + Assist with the delivery of any other client service initiatives as requested (either new services and/or assisting other team members with their responsibilities).
* Ensure items required to deliver the ongoing client experience are available when needed: Cards, Gifts, etc.
* Update the team at the Weekly Team Meeting with respect to upcoming client service initiatives.

**3. Coordinate ALL aspects the NEW CLIENT ONBOARDING PROCESS.**

* Exclusively own the responsibility of making sure every prospect, introduction, or referral is set up properly to experience all steps to becoming a client – from start to finish (set up contact record in the CRM, trigger related follow up, trigger relevant workflows, and action items, capture notes, etc.)
* Coordinate and manage the complete implementation of the New Client Process, assisting other team members by keeping them on track and organized with the entire process
* Create a new Contact Record coded as ‘Prospect’ and complete the basic information on the CRM to start the process (name, address, contact information, etc.)
* Launch the New Client Onboarding action sequences to ensure methodical delivery of the new client experience ensuring all activities, correspondence, emails, etc. are saved to the contact record creating a history of communication on the CRM
* Greet and welcome prospects when they arrive to the office – provide place to hang coats, offer them beverages, and make them feel welcome
* Update the team at the Weekly Team Meeting with respect to how many new clients are in the pipeline and where they are at in the New Client Process.
* Assist with the specific delivery of these New Client Onboarding steps:
  + Sending out Introduction Kits
  + Confirming Appointments
  + New Client Welcome Gift & Card
  + New Client Welcome Letter
* Update fields and other information as prospects are converted to clients (i.e., switch code to ‘client’ and identify proper client classification)
* Activate the Client Service Model for each new client ensuring they receive all aspects of the Client Experience designed specifically for their client classification
* Ensure items required to deliver the new client experience are available when needed: Client Binders, Lavish Cards, New Client Gifts, etc.
* Provide feedback to the team related to any client feedback and comments related to this experience
* Look for ways to ensure the new client onboarding is the best possible experience for each prospective new client.

**4. As needed, always back up the Administrative Assistant on to ensure consistent delivery of high-quality ACCOUNT ADMINISTRATION designed to exceed client expectations, service standards and adhere to all Compliance and Regulations.**

* Provide back up as and when required

**5. Help the entire team achieve specific BUSINESS GOALS and OVERALL SUCCESS.**

* Participate in the Quarterly Strategic Team Meetings
* Participate in the Annual Business Planning Session
* Provide various business reporting as and when required by the Investment Advisor for review and/or discussion
* Meet with the Investment Advisor to understand business goals and the various strategies in place to achieve them
* Have a Weekly Plan for yourself as it relates to your role and related deliverables
* Support ongoing change initiatives and new business practices in the business
* Be willing to learn new things to build confidence and maintain enthusiasm for your role

**POSITION REQUIREMENTS**

Specific Requirements:

* Appropriate licensing requirements
* x years of financial services experience
* Excellent computer skills with working knowledge of Microsoft Office
* Experience with or a working understanding of contact management software

General Requirements:

* Enthusiastic, motivated, committed, and a team player
* Reliable and professional
* Personable and able to form good rapport with others
* Good oral and written communication skills
* Highly organized, good at multi-tasking, and able to prioritize activities
* Process oriented with attention to detail
* Enjoys routine and administrative work responsibilities
* Able to work well in a dynamic, fast-paced environment
* Interpersonal skills to develop and maintain good relationships with the Financial Advisor, clients, and colleagues
* Good problem-solving skills sufficient to identify a problem, generate solutions, and decide on a course of action at an administrative level