Client Service Associate (CSA 2) Role Description

Job Title: Client Service Associate II
Reports To: Executive Director of Operations & Client Experience

Job Purpose:

The Client Service Associate (CSA) position you've been hired for is a significant role within our company. You will perform a varying multitude of client service and provide internal office support. The CSA reports directly to the Executive Director of Operation & Client Experience and will serve not only as a key member of our team, but also the initial point of contact for the clients of AEGIS Financial.

Company Culture:

AEGIS Financial is a company whose culture is defined by the character of its team members. As a result, each team member must possess an unyielding desire to exceed client expectations. We serve our clients the way we want to be served. Being entrusted with our clients' livelihood and their life's work means that every activity and interaction requires the highest degree of ethics and professionalism. Our continued success depends on a diverse array of professionals working together towards common goals and each of us promoting a shared culture of excellence and mutual accountability.

AEGIS Financial is also a unique work environment that values teamwork and strategic cooperation among its advisors and its team. Each team member brings a unique skill set and experience to the organization, and we value and respect everyone's unique talents. AEGIS Financial expects all team members to be respectful of each other and strive to make collaboration and cooperation among members of the firm a cornerstone of our culture and success.

Accountability is also a key element of success. AEGIS Financial is committed to a proactive culture so that each of us is accountable for the very best service for our clients within a reasonable timeframe.

Principal Accountabilities:

- Manages calendar and schedules meetings for clients, prospects and outside vendors
- Prepares and coordinates documents in preparation for meetings
- Participate in client meetings – reviewing concerns, beneficiaries, assisting with technology, and taking notes
- Educate clients on the on-line tools and resources available to them
- Transcribe notes for all client meetings
- Is prompt with post-meeting processing and follow up
- Open, transfer and close customer accounts and maintain appropriate account records
- Process all required paperwork to create, maintain and service client's accounts

- Attend client/prospect events and seminars
- Responsible for coordinating daily client/prospect correspondence
- Anticipates client needs, solves problems and follows through with exceptional service
- Responds to incoming emails and telephone calls in a professional manner to ensure that the client's request is met in a timely fashion
- Responsible for processing deposit of client checks into the Raymond James systems
- Interacts with Raymond James home office staff to develop cooperative relations and guarantee timely follow through on requests
- Interacts with Professional Partners to develop cooperative relationships to meet client's needs
- Documents all relevant action items and tasks being tracked in Redtail CRM
- Executes project-related tasks to contribute to the firm's development
- Cultivates ideas to develop or help improve office systems and protocol
- Responsible for traveling to and from post office for company mail

Knowledge/Experience/Skills:

- Administrative experience desired
- 5 or more years of prior financial planning or investment experience
- High School diploma required; college degree strongly preferred
- Possesses a Series 7 & Series 66 licenses
- Outlook email and calendar
- Microsoft Excel, Word, Adobe PDF
- CRM Database experience and task management is helpful
- Ability to improvise and proactively assist in client requests or firm tasks
- High communication skills (written and oral)
- Excellent organizational skills
- Ability to take detailed notes and follow instructions with little guidance

Attributes and Behaviors:

- Develops and maintains positive working relationships with others
- Arrives to work each morning on time
- Actively shares ideas and information on firm roles, responsibilities and systems
- Admits to mistakes immediately and works quickly to resolve the issues
- Maintains a high customer service ethic and is passionate about meeting and assisting clients
- Takes pride in the achievement of team objectives
- Assists team members unprompted
- Keeps pace with changes and acquires knowledge/skills necessary for business development

Working Conditions:

- Tasks closely governed by policies and procedures
- Flexibility in working hours to attend client events, networking or meeting outside normal business hours
- Professional to Business Casual Dress Code
- Occasional travel
- Continuing education
- Participate in the community

Benefits:

At our firm, we understand that our employees work hard, so we offer a benefit program to help you achieve a successful work-life balance. Our continued success depends on a diverse array of professionals working together toward common goals while striving for independence, innovation, intelligence and integrity. It's a rewarding foundation where unique individuals are given the tools to excel through their own hard work and determination. We foster a friendly work environment where all associates are considered family.

Additional benefits for the CSA include:

- Quarterly bonus plan
- Health & Group Term Life insurance Plan
- 401(k) retirement program with company match
- Paid Time Off
- Paid Holidays
- Continuing Education Reimbursement Plan
- A complete list of benefits can be found in the Employee Handbook

Salary Range: TBD – based on education, licenses & experience

Next Career Path: Client Service Associate III