Client Relations Specialist (CRS) Job Description

Job Summary

We're a small financial planning firm in the business of simplifying the lives of everyday people and their families. We deliver personal financial plans and investment advice to clients from all walks of life.

This is an entry-level role at Arrivity Financial Planning. Our Client Relations Specialist enjoys working with clients and prospects in person, on the phone, and through email. This position helps to keep the office running smoothly.

Essential Client Relations Job Responsibilities

1. First point of contact with prospects: Manage and respond to prospect phone calls, emails, and other inquiries about our services. Communication occurs in a timely manner providing potential clients with information to get started in the financial planning process. Track prospects each week and present information at a weekly staff meeting.

2. Returning clients: Coordinate annual reviews and "as requested" meetings with returning clients. This includes confirming annual review times with annual review clients, setting up new appointments for other clients.

3. Greeting prospects and clients: Welcoming people into the office as the first point of face to face contact. Maintaining a professional work environment at the front desk.

4. Documents: Collect and organize client documents for new and returning clients using Sharefile, DocuSign, and scanning client documents. Periodically send plans and client documents using Federal Express shipping.

Office Administration Job Responsibilities

5. Using the CRM Workflow Process, track progress of prospects and clients through Redtail (our Client Resource Management system).

6. Manage calendar and monitor workload for multiple financial planners using New & Returning Client Snapshot and present at a weekly staff meeting.

7. Work with office supply vendors, equipment vendors and other vendors to ensure smooth operation of the office. Manage receipts for expense reporting.

8. Organize two Strategic Planning events per year for staff at offsite locations.

9. Track payment and collection of client invoices.

10. Assist Chief Compliance Officer with as required to maintain proper compliance with industry requirements.

11. Manage the firm's Company Calendar.

12. Other duties as assigned.

Knowledge, Skills and Abilities

- Exceptional customer service and phone etiquette.
- Excellent attention to detail including error-free data entry, spelling and formatting.
- Excellent computer skills and ability to use multiple computer programs concurrently and transfer data from one program to another.
- Extreme reliability as our business is highly dependent on this role.
- Able to communicate well with prospects, clients, and financial planners in a professional working environment.
- Basic use of Microsoft Office including Excel and Word.
- Must be able to work concurrently with many prospects and clients and keep track of individual households through the process (about 400-500 per year).
- Must be able to work independently and at times on projects with critical time demands.
- Ability to work in small entrepreneurial environment which means there are many hats to wear and the environment changes as we grow and prosper.

Experience / Qualifications

- Business writing skills with excellent grammar and punctuation are required.
- At least 1 year experience working in a professional office environment.
- At least 1 year experience with customer service.
- Must adhere to company Code of Ethics, Privacy Policy, and other compliance requirements.
- A college degree is preferred since this is an entry-level position towards becoming an Associate Financial Planner or a Financial Planner. A degree is a requirement of the Certified Financial Planner Board of Standards. A bachelor's degree in Accounting, Business, or similar field that requires analytical ability is preferred.
- Must pass the Series 65 – Uniform Investment Adviser Exam (or be exempt from taking the exam) to become an Investment Advisory Representative (IAR) before promoting to an Associate Financial Planner position.
- Interest in personal finance is a plus.

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Reporting Structure

- Reports directly to the Principals of the firm
- Works closely with multiple financial planners on their prospects and clients.

Work Environment

- Full-time non-exempt position.
- Work is generally performed in our Seattle office in which there is minimal exposure to unpleasant and/or hazardous working conditions. Working environment is generally favorable and lighting and temperature are adequate. Ability to sit for long periods of time is required.

Benefits

- Hourly pay starting at $25/hr.
- Company-subsidized group health insurance.
- Dental and vision insurance are offered as an additional option.
- SIMPLE IRA with employer contributions.
- Paid time off (PTO) that begins accruing after your first month worked.
- PTO for 6 public holidays, plus the week between Christmas and New Year's.
- Career path potential in a supportive environment that can eventually lead to a client-facing Financial Planner role.