Client Service and Operations Associate

Location
This is a remote position. We are seeking a candidate who will be based in (and a resident of) Asheville, NC (or surrounding metropolitan area) or Scottsdale, AZ (or surrounding metropolitan area).

Position Summary
The role of the Client Service and Operations Associate is twofold: (1) to assist team members in ensuring every aspect of client accounts are accurately and properly opened and maintained and (2) day-to-day operations support, including maintaining Standard Operating Procedures (SOPs) to ensure consistency of operations and smooth workflows.

The Client Service and Operations Associate plays a crucial role in the smooth functioning of our office. This role will provide on-going service and support to our internal team and our clients by providing service that exceeds expectations. This includes determining what actions need to be completed to open new accounts and perform maintenance on existing client accounts on an accurate and timely basis. Coordination of projects; support of integral to day-to-day operations; and on-going development, documentation, and communication of SOPs is required.   The Client Service and Operations Associate must be able to manage multiple tasks at a time while maintaining professional poise and courtesy with clients and internal stakeholders.

This role reports directly to the Operations Manager and provides backup for the Operations Manager and Client Relationship Managers as needed.

Essential Job Functions
- Primary processor of new accounts and account maintenance requests
- Professionally provides primary point contact with our custodians and CWM and broker/dealer staff
- Service client needs and requirements as determined through Operations Manager coordination
- Maintain accurate and complete client information in our databases
- Interact with team members as needed on all task and case requirements and follow ups
- Develop and maintain written SOPs of all private client workflow activities
- Attend training and information-sharing meetings scheduled for the team, including relevant training meetings held at the CWM, LLC home office as needed
- Spearhead assigned activities and projects focused on increasing operational efficiencies and assessing/expanding workflows
- Create and communicate ad hoc reports, including in connection with marketing activities (e.g., working with team members to prepare email communications to clients)

- Adhere to all company and industry supervisory guidelines and policies
- Other duties as assigned

Knowledge, Skills, and Abilities

- Strong written communication skills; ability to consistently produce clear, concise, grammatically correct, and error-free written communications
- Knowledge of Financial Advisor office tools (e.g., Orion, SalesForce, etc.) preferred
- High level of proficiency with Microsoft Office (including Word, Excel, and Outlook) and Adobe Acrobat
- Excellent interpersonal and communication skills
- A high degree of organizational and time management skills; ability to consistently pay a high level of attention to the details while maintaining sight of the big picture
- Excellent attitude and an extraordinary client service orientation
- A genuine interest in serving and caring for other people
- Ability to handle multiple tasks with precision
- Analytical and research skills
- Ability to troubleshoot and problem-solve
- Desire to provide the highest quality of service

Preferred Education and Experience

- Bachelor's degree in business administration, accounting, finance, or similar field preferred or Bachelor's degree and commensurate career experience
- Experience working in a professional office environment preferred
- Fundamental knowledge of different types of accounts and ownership structures, e.g., Roth IRA, Traditional IRA, SEP/SIMPLE IRA, and non-qualified accounts (such as JTWROS, TOD, and Trust accounts) preferred
- 1-3 years of experience in the financial industry a plus

Interested candidates may submit a cover letter and resume to

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