**Job Title:** Client Service Associate

**Employment Status:** Full Time

**FLSA Status:** Exempt, salaried

**Reports To:** Director of Client Service

**Employee Name:**

**Hire Date:**

**Summary**

The Client Service Associate positively impacts and works in direct collaboration with the firm’s Financial Advisor(s) and peers. By providing genuine and extraordinary client service to current and prospective clients, the Client Service Associate represents the vision and mission of Brown |Miller Wealth Management, LLC. It is the Client Service Associates responsibility to ensure an exceptional client service experience.

**Essential Duties and Responsibilities**

**Client Service Administration**

* Focuses on complex and multi-step client account updates and asset movements, including new household relationships, trust management, account transfers, and deceased processing.
* Prepares, sends, and processes account documents.
* Prepares and builds “client-ready” MoneyGuide Pro financial plans for Financial Advisors.
* Enters securities trades and processes order corrections.
* Assists with active communication with clients and reaches out to correct any items needed. Keeps client aware of any longer-term project status.

**Client Experience**

* Consistently delivers superior and proactive service. Actively responds to incoming emails, phone calls, and requests from clients. Creates and follows own action plans/tasks based on client needs and requests.
* All support staff backs up to Client Service Coordinator as needed to ensure clients are greeted warmly and offered a refreshment. Ensure meeting space is prepped/ cleared as needed.

**Investment Management Administration**

* Assists with updates, maintenance, and tracking or proprietary asset allocation models and strategies.

* Implements investment strategies and processing through Fusion trading and portfolio management platform.

The Essential Duties and Responsibilities listed are not all inclusive; other duties as assigned will apply

**Desired Qualifications (Knowledge, Skills, and Abilities)**

* College level coursework is required (Bachelor’s Degree preferred) in conjunction with a financial industry professional license/ designations: Series 7 & 66, 65, Investment Advisor Representative, CFP or CFA.
* Two plus years of investment/financial industry experience working in client services.
* A professional with proven time-management and organizational skills, who can anticipate key issues, think critically, and formulate an action plan to deliver a desired outcome.

**Desired Traits**

* Self- motivated with a drive towards service and operation excellence; displays a positive attitude through all client and internal interactions.
* Possesses a genuine interest in serving and caring for clients and enjoys working with other professionals in a supportive team environment.
* Takes ownership and responsibility around Brown | Miller's client service mission and contributes wherever needed.
* Excellent oral, written, and interpersonal communication skills; well-spoken both on the phone and in person.
* Professional demeanor, a pleasant personality, open minded, and patient.
* Advanced computer skills including MS Office Suite required.

**Employee Acknowledgement / Agreement / Signature**

By signing below, employee agrees they are able to perform the essential duties listed within this document, while this job description is an accurate listing of activities, duties or responsibilities it is not all inclusive. Duties, responsibilities, and activities may change at any time, without notice. The employee also agrees to actively seek out the information and training needed to perform these duties to the best of their ability.

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Employee Signature

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Print Employee’s Name