Job Description

Job Title: **Client Services Associate (L2)**
Revision Date: July 2017
Department(s): Financial Planning Department
Status: Exempt/Other Professionals Group
Reports To: Chief Operating Officer
Supervises: N/A

Job Summary
The **Client Services Associate** provides administrative support and services to the client services and financial planning departments. The primary responsibility of a Client Service Associate is to create client delight in the servicing of accounts. The Client Services Associate will thoroughly learn all of MFP's firm and processes and procedures and to complete operational tasks as requested to maintain an efficient and professional department. Additionally, as a new pair of eyes the Client Services Associate is expected to actively contribute to the improvement of such through the study and maintenance of the client service department manual.

Major Responsibilities/Activities
Client Service Duties (65%)
- Take daily action on all alerts submitted by custodians
- Update Junxure on a daily basis in regards to account activity based on "alerts" sent by custodians
- Assist with day-to-day servicing of clients
- Collect information and prepare paperwork under supervision of manager for client transactions as directed, including but not limited to opening new accounts, closing accounts, transferring assets, facilitating deposits, withdrawals, account title changes, address changes, etc.
- Prepare for upcoming client meetings by reviewing pending action items and completing necessary account maintenance
- Perform data entry under supervision of manager for: asset transfer worksheets, cost basis worksheets, IRA RMD, and CRT worksheets
- Communicate with our custodians (Schwab, Fidelity, etc.) regarding client transactions
- Review, update and maintain the client services department manual to ensure that all information is accurate and current

Planning Support (20%)
- Help contact clients in preparation for, or with follow up from, client meetings
- Work with financial planners on various ongoing client related tasks
- Provide various client investment reports from SPT, quarterly tax reports for clients and their professionals, etc.

Administrative Support (15%)
- Serve as Client Service Department (CSD) and Financial Planning Department (FPD) technology resource and trainer through thorough understanding of all in-house software (Junxure, SPT, Worldox, Microsoft Office, Adobe professional, Sharefile, LaserApp, DocuSign, ByAllAccounts, etc.)
- Review all FPD & CSD scanning in Worldox to ensure it adheres to WD naming conventions
- Provide assistance to Internal Firm Service (IFS) as back-up on an as needed basis

Note: While the time allocation percentages above are approximations and intended as a guideline only. Other tasks may from time to time be requested of this position, particularly relating to support of either or both the financial planning department or administrative tasks.

Minimum Requirements

- A minimum of a BA or BS degree
- A certificate in paraplanning or completion within 12 months of being hired
- Superb written and verbal communication skills
- A minimum of 2-5 years in comparable client position within wealth advisory firm
- Professional appearance, business etiquette and manners
- Strong computer skills including capacity to learn new programs quickly
- English fluency and strong verbal communication skills
- Excellent writing skills adequate for internal communications
- High level of interpersonal skills to handle sensitive and confidential situations; position continually requires demonstrated poise, tact and diplomacy

Essential Mental Functions / Attributes

- Superb attention to detail with high degree of accuracy
- Solid written and verbal communication skills
- Good judgment in carrying out tasks within pre-defined guidelines
- Ability to maintain focus while carrying out repetitive tasks
- Organized and responsible
- A team player while also possessing the ability to work independently
- Expedience in office administration with a capacity (and willingness) to learn new computer programs and tasks quickly
- Good planning and organizational skills with great attention to detail and follow through
- Well-developed interpersonal and communication skills with proven customer service skills

Essential Physical Functions

- Ability to sit for extended periods of time working on computer
- Ability to communicate via phone with clients and vendors

Equipment Used

- Constant use of computer, keyboard and mouse
- Frequent use of telephone
- Frequent use of office equipment, including copier, scanner, fax, shredder.

Additional Comments

- This is a back office/support position; no new business generation responsibilities are involved
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

To Apply

Send resume to Channing@mosaicfp.com

I acknowledge this job description as an accurate reflection of my job duties and responsibilities.

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Name (printed)

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Signature

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Date