Client Service Associate

Location	Vienna, WV
Working Style	On-Site
Experience Level	0-4 years
Designation	FPQP® Preferred
Technology	Microsoft Office, Schwab, Fidelity, Orion, RedTail, eMoney
Bonus Offered?	Quarterly incentive opportunity based on firm performance
Benefits Offered	PTO, Medical, Dental, Vision, Disability, Life, 401k
Working Hours	8am-5pm

Position Overview

The Client Service Associate is responsible for delivering exceptional operational and administrative support to one or more dedicated financial advisors and their client base. This role serves as a primary point of contact for client service needs, ensuring requests are handled accurately, efficiently, and with a high level of professionalism. Working closely with advisors and clients, the Client Service Associate coordinates account servicing, client onboarding, meeting preparation, and ongoing account maintenance while helping create a seamless client experience.

The Client Service Associate plays a critical role in the day-to-day operations of the firm by maintaining accurate client records, processing account transactions, preparing documentation, and coordinating with custodians and internal team members. This position requires strong attention to detail, excellent organizational skills, and a proactive approach to managing multiple priorities while consistently delivering responsive, personalized service that reflects the firm's commitment to excellence.

Typical responsibilities include:

- Serve as the primary Client Service Associate for one or more designated financial advisors, supporting the ongoing service needs of the advisors' client relationships.
- Build and maintain strong relationships with clients by providing responsive, professional, and personalized service.
- Coordinate client onboarding, including account opening, account transfers, beneficiary updates, money movement requests, and other account maintenance activities.
- Prepare, review, and process client forms and documentation while ensuring accuracy and compliance with firm policies and regulatory requirements.
- Coordinate with custodians, vendors, and internal departments to resolve client service requests and operational issues in a timely manner.

- Prepare advisors for client meetings by gathering required reports, updating client information, and ensuring all meeting materials are complete.
- Execute post-meeting action items, ensuring recommendations and client requests are implemented accurately and efficiently.
- Maintain complete and accurate client records within the firm's CRM, document management, and financial planning systems.
- Monitor service requests to ensure timely completion and proactively communicate status updates to advisors and clients.
- Support firm initiatives, operational projects, technology enhancements, and workflow improvements as assigned.
- Assist with client events, communications, and other administrative activities that contribute to an exceptional client experience.
- Collaborate with other members of the Client Service and Advisory teams to promote consistency, efficiency, and a culture of exceptional service.

Typical skills and knowledge requirements:

- Strong customer service orientation with a genuine commitment to delivering an exceptional client experience.
- Excellent organizational and time management skills with the ability to prioritize multiple responsibilities in a fast-paced environment.
- Exceptional attention to detail and commitment to accuracy when processing client requests, documentation, and account transactions.
- Strong verbal and written communication skills with the ability to interact professionally with clients, advisors, custodians, and other team members.
- Ability to proactively identify service needs, solve problems, and follow through on tasks with minimal supervision.
- Working knowledge of client service operations within a financial services environment, including account opening, maintenance, transfers, and money movement.
- Proficiency with Microsoft Office applications and the ability to effectively utilize CRM systems, custodial platforms, document management software, and financial planning technology.
- Basic understanding of industry regulations, client confidentiality requirements, and compliance standards applicable to client service operations.
- Ability to manage multiple priorities while maintaining a positive attitude and consistently delivering high-quality work.

Typical experience and education requirements:

- Bachelor's degree in Business, Finance, Accounting, or a related field preferred; equivalent education and relevant experience may be considered.
- Financial Paraplanner Qualified Professional (FPQP®) designation or willingness to obtain within a designated timeframe preferred.
- Zero to four years of experience in client service, operations, or administrative support within the financial services industry.
- Experience supporting financial advisors or working within an RIA, broker-dealer, bank, or wealth management firm is preferred.
- Familiarity with custodial platforms, CRM systems, financial planning software, and investment operations is beneficial.
- Demonstrated ability to manage multiple priorities, provide exceptional client service, and work collaboratively within a team-oriented environment.