Client Services wanted:

Financial Client Services Representative
Location: Westbrook, CT

Local Financial Planning office and National Registered Investment Advisory is seeking a candidate with at least 3-5 years of experience working in one or both organizations. This position currently encompasses some aspects of each of the following areas:

- Client services
- Business development

Job Summary

As a member of the Client Relationship Team, the Client Service Representative provides administrative support to the Advisors at the firm.

Responsibilities include, but may not be limited to regular contact with clients, data gathering, set-up and maintenance of investment accounts, preparation of client reports, business development through client referrals, scheduling meetings and troubleshooting problems.

We are a rapidly growing organization that is continually looking for skilled people with experience in the financial industry. We realize that it may be difficult to find someone who is highly skilled in these areas. For this reason, we may tailor the position to the candidate we choose. Other industry experience and strengths will be considered in determining which skills will best meet our team's needs.

Key Responsibilities

- Communicate with clients verbally and in writing
- Deliver superior client service, troubleshoot problems, schedule meetings
- Serve as a liaison between Advisors and clients as needed
- Manage client information – prepare client reports, submit and follow up on necessary paperwork, maintain client files and activity reports in database
- Promote referrals among our existing clients/Plan and attend referral events
- Work closely with other financial intermediaries, such as brokerage firms, investment companies, accountants, attorneys etc.
- Track and report on metrics

Qualifications & Skills

- Proficient in computer skills-Microsoft Word, Excel & Outlook. Sage ACT! experience a plus
- At least 3-5 years of experience working with clients in a financial firm
- Past experience as a brokerage Sales Assistant is a plus
- Series 65 License a plus
- Strong written and verbal communications skills

- Collaborative team player, able to work with and through others
- Ability to establish and maintain positive relationships with existing and potential clients
- Ability to market to potential clients
- Must be detail oriented with strong organizational and time-management skills
- Ambitious with a sense of urgency and initiative; proactive vs. reactive