CRESCENDO
Wealth Management
LLC

Job Description:
Job Title: Non-Licensed Assistant - Intern

Employment Status
Full-Time ☐ Part-Time ☐ Temporary ☐ Intern ☒

Estimated Hours:
10-20 hours. Schedule TBD.

Position Summary:
The purpose of this internship is to prepare students for entry into the business world by providing an understanding of the financial planning profession and to include theory and practical application of how financial planning activities are performed.
This position will provide support to Financial Advisors and Advisor Support Staff.

Essential Functions:
- Research information needed for client meetings. Prepare documents (in conjunction with client service team), notes, and presentation materials, as required
- Assist with financial need analysis
- Professionally greet and assist visitors in support of other team members; help to ensure that all clients are made to feel welcome and that all visits are handled with utmost professionalism
- Answer, screen and route phone calls for advisors, assisting clients directly or taking messages as appropriate
- Maintain client records in CRM database, including documentation of phone calls and conversations with clients. Communicate confidential client information professionally and discreetly
- Compose and type general correspondence
- Scan incoming documentation
- Assist with departmental paper filing and larger firm mailings
- Assist with the planning and execution of firm events as well as community events supported by the firm

Other Job Duties:
- Deliver superior client service—troubleshoot problems and serve as a liaison between adviser and client as needed
- Complete project work as identified
- Participate in compliance record keeping
- Attain a general knowledge about investing, financial markets and financial products
- Participate in prospecting and marketing activities including social media and web presence
- Process new client paperwork in coordination with client services team, and assist with new

account openings, transfers, and transactions with firm custodian(s)

- Function as troubleshooter for computer systems and resolve or refer problems to system administrator

Job Requirements:

Minimum Education Required:

- Enrolled in local high school as junior or senior or in local college with a 3.0 GPA or better
- Active in extra -curricular activities within community and student/campus life

Software/Systems Skills Required/Preferred: Proficient in Word, Excel, Outlook, PowerPoint

Background Check: Standard finger printing and background check will be required

Soft Skills required for the position:

- Excellent verbal and written communication skills
- Maintain firm and client information confidentiality standards at all times
- Ability to work independently and establish priorities
- Ability to handle multiple requests simultaneously and respond quickly
- Highly organized, with absolute attention to detail
- Excellent problem solving abilities
- Excellent follow-through and communication to team members regarding status of open items
- Ability to recommend procedures and reporting to improve the effectiveness of the team
- Client-first attitude
- Team player, collaborative, able to work with and through others

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.