**Strategic Retirement Plans**

**JOB DESCRIPTION**

**Client Relationship Associate**

Employee title: Client Relationship Associate

Date updated: 06/28/2022

Reports to: Ryan Gomendi – Financial Advisor

**Summary of Responsibilities**This position provides client support, assists in the day-to-day operations of the firm, and aids in technical support to the advisors. This includes gathering client data, organizing/maintaining financial documents, and using financial software programs to enhance the client experience

**Required Knowledge/Skills/Competencies**

* Sophisticated organizational skills, including physical resources (such as files, manuals, etc.) and nonphysical resources (such as calendars, appointments, events, client contact records, images, etc.)
* Proficiency with computer programs ( MS Word and Excel, CRM, E-Money, and Morningstar®)
* Excellent attitude and an extraordinary client service orientation
* Ability to interact with people across all levels of the business
* Ability to effectively prioritize workload and meet deadlines
* Familiarity with basic marketing concepts and practices
* A self-starter who can work independently
* Attention to detail

**Preferred Qualifications**

* BA or BS preferred
* Licensed notary is preferred
* Experience in the investment/insurance industry is a plus
* Completion of the registered paraplanner (RP) program is a plus
* FINRA Series 6, FINRA Series 65, or FINRA Series 66 is a plus

**Principal responsibilities**

* Work with clients to complete paperwork; ensure all required forms are completed fully and accurately
* Sit in on Advisor-Client Meetings, gather and review personal financial information with the client
* Review statements provided by clients
* Input updated values into appropriate planning software
* Generate reports, such as position statements, for advisor’s meetings with clients
* Identify process improvements and summarize for the advisors
* Maintain mutual fund, variable annuity, and stock recommended lists
* Maintain up-to-date information on model portfolio performance (e.g., through Morningstar®)
* Regularly review Commonwealth news items, technology updates, and e-mail communications; report pertinent information back to advisors
* Provide total office coverage in the absence of other staff members (answer phones, client walk-in, etc.)
* Conduct research on Morningstar® or COMMunity Link® as directed by the advisors
* Assist with client events as directed by the advisors
* Be available for travel to Gillette SRP office location for appointments with clients
* Be available to attend Billings and/or Gillette client events held semi-annually
* Liaison with all service providers including cable, internet, phone, security, etc.
* Being a team player to assist with any administrative duties as delegated to benefit the entire team
* Provide administrative support, including:
* Maintain updated client contact records using CRM system, Right Capital, Riskalyze, and all other planning software.
* Trade confirmations.
* Follow up on outstanding transactions with Commonwealth (e.g., transfers).
* Maintain up-to-date organized client files, including copies of all signed applications and forms, according to Commonwealth’s Compliance requirements.
* Prepare and send outgoing mail.
* Maintain appropriate turnaround time on incoming items (e.g., 24 hours for checks).
* Email clients with status updates on timely transactions.