Position Title: Client Service Associate (CSA)
Job Type: Exempt
Reports to: Senior Director of Trading and Operations

Position Summary: At Prentice Wealth Management, clients come first – always. The Client Service Associate is responsible for working with the entire PWM team in managing prospect and client service activities with a high focus on delivering a premier client experience.

Essential Functions:

- Collaborate with and support other client service team members, including Client Service Associates Team Lead and Wealth Management Associates (WMA), to provide high quality service to the PWM clients and our affiliates.
- Maintain current knowledge of custodial, administrative, compliance and operational requirements regarding account set-up, record keeping and maintenance.
- Work with WMA to onboard new clients and open new accounts on custodial and other support systems.
- Manage daily service requirements for clients such as movement of money, processing of transfers, and account updates.
- Establish relationships with custodial contacts and internal departments regarding operations and account maintenance.
- Complete administrative tasks that support wealth management needs of clients in a timely manner.
- Greet clients and prospects visiting the office.
- Answer calls to the office and respond to client inquiries and requests.
- Process incoming and outgoing mail.
- Schedule client appointments and maintain multiple calendars.
- Carry out reporting requirements related to client meeting packages, quarterly statements, communications, and distribution.
- Maintain compliant client records, files, and billing information.
- Anticipate client needs on an ongoing basis, reviewing account workflows and service requirements.
- Communicate openly and effectively with team members to ensure we are meeting the needs and expectations of our clients and providing a high level of client service.

Other Duties:

- Maintain compliance with Prentice Wealth Management standards of conduct.
- Continuing education and professional development.
- Perform all other duties as assigned.
- Attend client and work social events.

Education & Experience:

- Associates degree.
- 3+ years of related work experience preferred.
- Proficiency with Microsoft Office (Teams, Word, Outlook & Excel), SharePoint, Zoom, and Adobe Acrobat.
- Proficiency with RedTail CRM & DocuSign a plus, not required.
- Notary is a plus, not required.

- Familiarity with financial terminology is preferred, not required.

Knowledge, Skills & Abilities:

- Excellent communication skills.
- The ability to thrive in a dynamic environment and manage multiple competing tasks and timelines simultaneously
- Critical thinking with the ability to foresee issues and escalate as necessary.
- Excellent interpersonal and relationship skills with internal team members and external constituents with a positive, can-do attitude that elevates those around.
- High degree of task ownership, detail orientation and management of crucial timelines
- Ability to work independently or in a team setting.
- Professional attire and demeanor.

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to lift and/or move up to 25 pounds.
- Frequently required to sit, reach with hands and arms. Occasionally required to stand, walk, climb stairs, balance, stoop, kneel, crouch.
- Noise level in the work environment is low to moderate.

I can, with or without reasonable accommodation(s), perform the essential functions of this position:

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Employee Name

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Employee Signature **Date**