**Client Service Associate**

Job Description

[www.prudentfinancialplan.com](http://www.prudentfinancialplan.com)

**Overview:**

We are seeking a Client Service Associate (CSA) for our fee-only financial planning firm located in Naples, FL. As a CSA you will be part of a team providing exceptional customer service. Your responsibilities will focus on the following three areas: support advisors and clients, trading, and transfer of client assets. You will be working with Microsoft Excel spreadsheets and the use of various financial programs including but not limited to Wealthbox CRM, Right Capital, Capitect, and TD Ameritrade’s VeoOne. As our CSA you will have the opportunity to become a Paraplanner if you so desire.

**Qualities needed:**

* Detail oriented
* Good time management skills
* Communicates effectively and politely in person, via email and by phone
* Utilize critical thinking skills
* Strong prioritization skills
* Organized
* Independent worker
* Team Player with “no job is beneath me” attitude
* Sincere willingness to constantly learn and grow

**Responsibilities will include but are not limited to the following:**

* Work with team members to ensure that all necessary preparations have been made for upcoming client meetings and calls
* Gather and organize client data for meeting preparation
* Coordinate with paraplanner, lead and associate advisors for client follow up tasks
* Adhere to our firm’s compliance manual and other rules and regulations as required by our firm and regulatory authorities
* Knowledge of financial planning software systems and client relationship management software (CRM) are a bonus.

**Education and Experience Requirements:**

* Four Year Bachelor’s degree is a bonus.
* Proficiency with Microsoft Office suite, especially Excel is recommended.

**Benefits:**

* Hourly pay $15/hour.

**You should apply if you:**

* Love people and want to help them.
* Enjoy learning
* Are professional but still enjoy a good laugh
* Want a career in finance and enjoy the subject matter.
* Want a long-term relationship with a company.
* Like to have a clear-cut career path – with this job, you can continue to move to a paraplanner position and beyond if that interests you.
* Enjoy what we do, and who we work with.

**You should pass if you:**

* Have to be closely managed
* Are not excited by financial planning or the fee-only advisory firm.
* Afraid of change – we are constantly evolving through new technology or new processes.
* Are not in it for the long term – we are investing a lot of time and money into you, and we want you to stay with us for the long term.
* Do not want to do work that may seem “beneath you”. We are a small firm – we need help from time to time with what may seem like mundane tasks.

**What you can expect when applying:**

* A response indicating our interest in proceeding or not.
* A phone interview if we proceed.
* An in-office interview if the phone interview goes well.
* Background and credit checks
* A Kolbe (or similar) evaluation.
* A second interview to meet with each team member providing all goes well on preceding steps.
* Formal written employment offer is then given to final candidate.

If interested, send a cover letter and resume to *Patrick Logue at pat22@prudentfinancialplan.com*

**No phone calls or drop ins please!**