



Title: Advisor Services Specialist
Department: Wealth Operations
Reports to: Manager, Wealth Operations
Status: Full-time, Non-exempt

The Advisor Services Specialist is responsible for the review of requests submitted to the Wealth Operations team via a shared inbox or through the shared phone queue and operations projects as they arise. This position will troubleshoot day to day problems/issues pertaining to new and existing accounts and clients that require a high attention to detail or complicated resolution.

RESPONSIBILITIES:

- Assist advisors on requests such as opening accounts, moving money, completing paperwork, running reports, entering trades, etc.
- Resolve issues by working directly with custodians, advisors, and internal team members.
- Communicate on a regular basis with advisors and serve as the liaison between advisors and the custodians (Schwab and Fidelity).
- Work effectively within a small team-oriented operations department.
- Train advisors and their staff across multiple platforms.

SKILLS AND KNOWLEDGE:

- 3+ years of experience in financial services (TAMP/RIA preferred).
- Bachelor’s Degree (Finance, Accounting, Business or Economics degree preferred)
- Experience in a fast-paced environment and ability to prioritize in order to meet tight deadlines.
- Exemplary problem-solving and organizational skills with the ability to work autonomously and proactively meet client needs.
- Extreme attention to detail and a proven high level of accuracy in work product are expected.
- Experience working with a large custodian (e.g. Charles Schwab, TD Ameritrade, Fidelity, Pershing) required.
- Series 65, 7, or insurance license strongly preferred.

This description covers the major purpose and major functions of the job. It is not intended to give all details or a step by step account of the way each task is to be performed. Employees may receive other job-related instructions and be required to perform other job related duties requested by their supervisor. All requirements are subject to possible modification to provide reasonable accommodation to qualified individuals with disabilities.

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