Title: Sr. Advisor Services Specialist
Reports to: Manager, Wealth Operations

The Sr. 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. This position will troubleshoot day to day problems/issues pertaining to new and existing accounts and clients. This person will be the first point of escalation for our advisors and their staff when issues arise 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 team-oriented operations department.
- Train advisors and their staff across multiple platforms.
- Provide expertise to team members to ensure client needs are achieved.

Critical Skills Sought

- Willingness to learn, contribute to organizational growth.
- Highly organized and communicative.
- Team player.
- Enjoy meeting and engaging new advisors.
- Strong phone skills and ability to teach processes.
- Applies critical thinking, problem solving skills, and evaluates the level of sensitivity, risk and confidentiality of the work being performed in order to see it through to a resolution.
- Displays a positive attitude and has excellent interpersonal skills.
- Displays patience and empathy both verbally and in writing when communicating with advisors.
- Effectively communicates with cross functional team members within the department and across the organization both verbally and in writing.
- Must be team-oriented, enjoy working with people, and be proactive, flexible, and have the ability to work independently and accurately in a fast-paced environment.
- Strong general administrative and telephone skills

Preferred Skills and Knowledge

- 5+ years of experience in financial services (TAMP/RIA 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.
- Trading experience preferred.
- Series 65 and/or 7 preferred.

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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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