VIGILANT Capital Management, LLC

<u>JOB DESCRIPTION</u>

JOB TITLE: Client Relationship Associate

LOCATION: Primarily based in Portsmouth, NH office with travel to Portland, ME office as needed

EMPLOYMENT CLASSIFICATION: Full-time, non-exempt salaried employee

ESSENTIAL JOB FUNCTIONS:

- Direct support of Wealth Advisor(s) and their book of business, communicate regularly and meet at least weekly
- Ensure the Wealth Advisor is prepared for client/COI/prospect meetings on a daily basis, assist with the creation and update of client wealth plans, prepare presentations and other paperwork as needed
- Actively participate in onboarding of new clients, prepare account opening documents, talk the client through the account signing process, explain the documents as needed
- Process internal and external account opening paperwork, ensure all necessary documents are obtained and reviewed for accuracy, submitted and properly executed, as well as captured on the network; update or replace client documents ongoing as needed
- Handle transactions related to client accounts, including requests for money movement, contributions, distributions, and other account maintenance needs; keep the client service team apprised of related activity
- Interface with Schwab Institutional, downloading and uploading forms, monitoring and verifying changes in the system, resolving issues, staying current with changing processes and procedures
- Interact with professional advisors, including CPA, Estate Attorney, Insurance Agent, others
- Input and track client related data, ensure consistency/integrity across all technology platforms
- Aid in client retention by providing exceptional customer service, track and monitor client service standards to ensure appropriate activity, prompt action as needed
- Send and receive emails, packages, and mail, create mail merges as needed, post documents to the client portal
- Calendar management, schedule and organize activities, meetings, coordinate travel needs
- Prepare and submit expense reports, review credit card transactions against receipts, track expenses
- Direct and indirect interaction with clients/prospects/COIs
- Proactively monitor publications to identify prospective clients and discover information about existing clients, locate opportunities for marketing events, attend offsite events as appropriate
- Thoroughly understand and implement firm compliance responsibilities, question uncertainties
- Play an active role in various firm committees and engage in bi-weekly CRA team meetings – prepare and contribute thoughts for agendas, raise concerns, suggest solutions, look for and implement efficiency and process improvement
- Other miscellaneous tasks and responsibilities, where the above list is not intended to be all-inclusive

KNOWLEDGE, SKILLS AND ABILITIES:

- Proficient in Microsoft Office suite, including word processing, spreadsheets, and presentations
- Knowledge of or an aptitude for learning the Tamarac Suite (CRM and portfolio accounting software), and Schwab Institutional's website
- Excellent interpersonal skills and professionalism
- Strong oral and written skills
- Well-developed presentation skills
- Meticulous attention to detail, particularly as it relates to composing, typing and proofing materials
- Ability to effectively manage time, establish priorities, meet deadlines and multi-task in a fast–paced environment
- Resourceful, analyzing and solving problems in a self-reliant, proactive manner
- Ability to work both in a team-oriented environment and independently
- Ability to exercise discretion with regard to confidential information and client sensitive situations; position requires poise, tact and diplomacy
- Ability to work beyond standard office hours and attend offsite events, as necessary, while properly managing and accounting for work time
- Ability to travel between offices, typically in Maine and New Hampshire

EDUCATION AND EXPERIENCE:

- College Degree or equivalent is a plus
- Minimum of 2-years administrative experience or in a support role
- Experience in financial services preferred but not required
- Experience with CRM related software is a plus
- Experience with finance and schwabinstitutional.com helpful