GENOVESE BURFORD & BROTHERS

BUILDING TRUST. BUILDING WEALTH.

Position: **Client Service Associate**
Dept.: Retirement Plan Management
Location: Sacramento, CA office
Status: Non-Exempt, Full-time

Founded in 1987, Genovese Burford & Brothers (GBB) is a leading independent wealth management firm based in Sacramento, CA. We offer financial planning and investment management services to individuals, families, and institutions, and retirement plan services to businesses.

GBB is growing, and we are seeking a Client Service Associate (CSA) to join our Retirement Plan team. The CSA is expected to work closely with Financial Advisors, clients and custodians to improve productivity and deliver superior levels of service to our clients. Successful CSA's create trust and a connection with clients, and anticipate Financial Advisor needs to improve efficiency and allow the Financial Advisors to focus on providing advice to clients. The CSA must fit within our culture of integrity, teamwork, and putting clients' interests first.

Primary responsibilities may include the following, among others:

- Primary support to the advisors for retirement plan clients
- Primary point of contact for retirement plan clients and related professionals
- Liaise between advisor, client, record keeper, TPA and plan administrator
- Serve as primary point of contact for clients, and route client requests appropriately
- Set up and maintain new retirement plan accounts; compile and complete necessary paperwork for our broker/dealer, record keeper, and the firm
- Review accounts for appropriate paperwork and ensure accounts are administered in accordance with firm policy and accepted fiduciary principals
- Track deliverables requested by clients to completion
- Compile and complete applicable client deliverables:
    - Client, record keeper, firm & BD paperwork
    - Investment review
    - RFP/benchmarking analysis
    - Plan reviews
    - Quarterly reports
- Execute regular tasks such as plan conversions, investment changes, plan amendments
- Attend client meetings as needed, prepare client account information, present position relevant information
- Archive client information and correspondence in an organized manner consistent with firm practices
- Set up and maintain client data, updates, notes, and mailings in CRM

- Schedule client meetings in coordination with Financial Advisor availability
- Assist with quarterly report publishing to clients
- Assist in developing efficient processes that satisfy Compliance regulations
- Provide back-up support for other CSAs
- Assist in developing processes with changing regulations
- Accept responsibility for overseeing and ensuring delivery of client service plan for assigned clients
- Prioritize and manage projects as requested and follow through in a timely manner
- Learn and comply with all firm and industry rules and regulations

Minimum requirements for consideration for the Client Service Associate role are:

- Resume and cover letter
- Clean criminal and regulatory record

Strong candidates will offer the following:

- Ability to thrive in a changing environment and work at a quick pace, in order to achieve timely deadlines
- Ability to multi-task and prioritize ongoing open items
- Ability to adjust one’s strategy or approach as needed during peak periods
- Effectively displays ownership of tasks and follows through to completion
- High level of organization and attention to detail
- Ability to manage advisors to ensure completion of their tasks
- Displays positive, can-do attitude when presented with problems/tasks to solve
- Continuously seek opportunities for improvement and obtain best practice standards
- Bachelor’s degree from an accredited college or university
- 2-3 years of work experience in a client-facing role in financial services preferred, not required
- Business or economics background with some degree of financial fluency preferred
- Excellent problem-solving skills and the ability to work independently
- Ability to prioritize tasks and to manage multiple reporting relationships well
- Excellent communication skills
- Service orientation
- Team player, collaborative, able to work with others
- IT skills – experience with Excel, formatting Word and PowerPoint documents, and CRM software is a plus
- Ability to identify challenges and problems and execute solutions with minimal oversight
- Self-starter, takes initiative. Must be willing to learn GBB from the ground up

GBB offers competitive compensation and benefits, commensurate with experience. Genovese Burford & Brothers is an equal opportunity employer. For more information, visit us at http://gbbwealth.com/careers.