Client Services Associate (Implementation Analyst)

At Austin Private Wealth, we take a "planning first" approach to prepare our clients and employees for a life of growth. You will join our motivated and energetic Client Services Team who ensure our clients receive courteous, thorough, and prompt service for their financial planning and investment needs. As an Implementation Analyst, you will serve as a liaison between the financial advisors, our clients, and custodians to support the operation and administration of client accounts. Our ideal candidate has a proactive mindset, a positive disposition, operates with attention to detail, has strong organization, time-management, interpersonal, and communication skills and a genuine interest in financial services. The person in this role will have the opportunity to receive training and professional development to grow as a financial professional.

Work Responsibilities

- Prepare paperwork and forms and manage the form submission process to completion. Solve complex issues that arise within that process.
- Maintain client files to the utmost standards following legal and regulatory requirements and company policies that protect client privacy.
- Track and report on projects and tasks for clients with detailed updates in our CRM.
- Serve as a backup to office administration when needed.
- Follow high standards of business and professional ethics when corresponding with clients and third parties to answer inquiries and resolve administrative issues pertaining to client accounts.

Skills & Qualifications

- Able to work in an environment with many interruptions, multitask with composure, and prioritize workload.
- A growth mindset, open to feedback, and committed to personal development.
- Focus on customer service, while using discretion when handling confidential information.
- Highly organized and efficient with strong attention to detail and high accuracy rate.
- Able to manage and organize a high volume of data including transferring financial information between sources and across various software programs.
- Be able to adapt to new software and technologies.
- Excellent communication skills, both verbal and written.
- Collaborate with others and work together to reach a common goal.
- Use logic and reasoning to identify and solve complex problems.

Experience and Education

- Bachelor's degree in finance, accounting, or a related field is required.
- Previous experience in financial services is required. Experience with a Registered Investment Advisor (RIA) is preferred.
- Series 65 or 66, or equivalent, is preferred.

Technology

- **Office Software:**
    - Microsoft Office: Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint Excellent typing skills
    - CRM software: Salesforce; Salentica Elements
    - Document management software: Adobe Acrobat & DocuSign
    - Internet browser software: Google Chrome
    - Account management software: Schwab Advisor Center

- **Databases**: Use a computer application to manage large amounts of information, including completing complex forms, inputting data, retrieving specific records, and following complex processes to submit paperwork
- **Navigation**: Use scroll bars, a mouse, and dialog boxes to work within the computer's operating system. Be able to access and switch between applications and files of interest.
- **Internet**: Navigate the internet to find information, including the ability to open and configure standard browsers; use searches, hypertext references, and transfer protocols; and send and retrieve e-mail

Please send resumes to:

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