Lead Client Service Associate

At OLV Investment Group you will discover the driving force of our company is honesty and ethics. What we think is best for our clients and our staff will always be paramount to personal or corporate profit. As a company, we work as a team – not as individuals- drawing from the energy and skills of each other. Rooted in history and faith, OLV has been blessed with many gifted individuals who share a common mission of INVEST INCREASE IMPACT in the marketplace as we engage with our clients, community, and one another.

The Lead Client Service Associate at OLV Investment Group is an integral part of our team serving as the link between our advisory team and clients. This great organizer, reliable and consistent person will support the vision, positive culture and service across our firm and clients.

The key role of this position is to engage and support the overall success of many different projects and initiatives and by working side-by-side with our Advisory team. The Lead Client Service Associate focuses on team engagement, client success, and project managing assignments. This individual enjoys and excels at managing the day-to-day advisor/client service, paperwork, compliance, and technology.

Lead Client Service Associate Qualifications

Experience and Education:

- Bachelor's degree preferred
- Three to six years' experience in a financial services firm with an emphasis on client services and/or operations
- Must be a US citizen or Permanent Resident
- Attained SIE or similar certification (Series 7 & 66 Licensing preferred)
- Leadership experience demonstrated through special projects
- Experience with investments and financial planning applications
- Experience working with various custodial platforms

Skills and Knowledge:

- Subject matter expert in client service roles
- Knowledge of RIA operations, regulations, compliance, and oversight
- Strong interpersonal skills
- Exceptional work ethic-self-motivated and goal-oriented
- Proficient in written and verbal communication
- Dedication to detail and accuracy
- Excellent administrative, time management, and organizational skills
- Cooperative in a team environment and committed to doing their job
- General tech stack proficiency
- Demonstrates personal integrity, honesty, and can deal with confidential information daily
- Ability to prioritize multiple tasks and anticipate potential problems

Disclosure – Above list of responsibilities of job description is not all inclusive. Job responsibilities and duties can and will change over time. Open and real time communication will be necessary between employee and supervisor.

Lead Client Service Associate Job Description

Client and Firm Engagement: Lead in Alignment with OLV Core Values of Grace, Growth, Grit, Generosity

- Provides administrative support as needed: answers calls, manages contacts, manages schedules
- Establish and maintain all client accounts and assist in client service needs/requirements/requests through fee-based platform, brokerage or directly held companies
- Create and maintain virtual file, CRM, and EMoney needs for individual clients and/or for OLV Investment Group
- Support marketing and client events as requested
- Sends paperwork to clients using the electronic signature system while adhering to the Custodian’s compliance rules pertaining to electronic signatures
- Quality check and submit custodial items for processing
- Work with multiple software and financial and technical programs used to function daily.
- Special Project oversight (i.e. software program expert, training expert, book study leader, etc…)
- Mentor Client and Culture Assistant

Advisory Support:

- Engage and support weekly client meetings:
    - Paperwork Processing:
        - Prepare reports for client reviews and presentations
        - Set up Agenda’s and other Review items
        - Work with FMOs and insurance companies to process insurances when needed
        - Communicate with clients via phone/email/hard copy mail when needed to complete paperwork processes and service requests
- Client Service/Onboarding
    - Basic Account Openings
    - Account Transfers
    - Complex Client Case Work
- Cashiering:
    - Fulfill cashiering requests with advisor supervision
    - RMD calculation
- Maintain positive working relations with OLV’s Broker Dealer (BD) and third-party vendors
- Support transitions for recruitment and acquisition of new advisors into the firm

Compliance:

- Support Compliance to maintain an effective and ethical firm
- Conducts all paperwork compliance requirements
- Perform related tasks as assigned
- Establishing and maintaining relationships with the management team and informing them of any circumstances that require supervisory attention, review, or approval per compliance guidelines.

Location: Flint, MI
Travel: Very little, 5% of the time between event and office locations
Full / Part-time: Full Time
Hours Per Week: 40 hours Minimum
Shift: 1st Shift
Salary: $55,000-$65,000 annually

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