FULCRUM
CAPITAL

# Client Service Associate

This is a great opportunity for an experienced, financial service operations professional to join one of the fastest growing independent wealth advisors in Seattle. We are seeking a professional with a passion for client service and a keen attention to detail.

## Responsibilities include:

- Prepare and process all documentation related to client onboarding, and on-going client servicing; including account applications, transfer documents and other forms as required
- As the primary liaison with our custodian (Schwab Institutional), respond to daily custodial alerts or other notifications; troubleshoot, escalate as appropriate, and determine the appropriate action required; maintain the accuracy and integrity of electronic recordkeeping
- Handle transaction requests including money movement, distributions, journals, and asset transfers; execute trades as directed
- Greet clients and manage phones
- Manage client data in file folders and CRM (Junxure); set-up clients for access to financial planning and client reporting portal; keep records current and organized
- Support marketing efforts by updating presentation materials and posting content on social media
- Support advisors in serving clients; including meeting preparation and distribution of periodic newsletters, cards, and gifts
- Assist with ad hoc administrative projects; respond to task requests from team members in a timely and accurate manner; follow up to ensure completion

## As a successful candidate, your qualifications include:

- At least two years of operations or client service experience with high net worth clients in a wealth management setting required
- Excellent written and verbal communication skills
- Comfortable interacting with colleagues and clients
- Commitment to provide an exceptional client service experience in person and over email and phone
- Detail orientation with a strong commitment to accuracy

- Sound judgement and recognition of need for urgency, as required
- AA degree required; undergraduate degree desired; Finance or Accounting preferred
- Series 65 or equivalent license required within 90 days of employment
- Strong knowledge of Microsoft Office, including Word, Excel, PowerPoint and Outlook
- Familiarity with Tamarac, Schwab Institutional and CRM tools; Junxure preferred

## At Fulcrum Capital, a Client Service Associate is:

- An enthusiastic team player, always willing to pitch in
- Self-motivated to follow through and ensure that tasks have been completed accurately and in a timely manner
- Able to handle competing priorities with grace and composure
- Attentive to detail and willing to identify and share mistakes
- Passionate about exceeding client and advisor expectations
- Driven toward continuous improvement
- Unpretentious and inclusive

## Compensation and benefits:

- Pay and benefits are competitive with industry standards
- Base salary based on your experience and education
- Annual merit-based bonus for achieving specific goals
- Benefits include health care allowance and 401(k)
- Support of your pursuit of industry designations and additional career development opportunities

## Company Description

Founded in 2007, Fulcrum Capital, LLC is an independent Registered Investment Advisor headquartered in Seattle. Our clients are individuals, families, foundations and companies who seek a more thoughtful approach to investing. Our clients choose Fulcrum because they want to know what they own and be confident that their holdings align with their values. Our clients and team members value our independence, transparency and thought leadership, particularly in the realm of sustainable investing. We value diversity and support work-life balance. Our firm is 100% employee-owned and majority women-owned.

For more information contact:

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