Client Service Associate

Position Specification

RZH Advisors LLC

One Landmark Square, 11th Floor

Stamford, CT 06901

203.355.0880

THE COMPANY

Founded in 2000, RZH Advisors LLC (RZH) is an SEC Registered Investment Advisor and is an independent, partner-owned, wealth management firm located in Stamford, CT. RZH has been nationally recognized as a top wealth management firm by several premiere rating services.

RZH provides comprehensive wealth management services to affluent individuals and multigenerational families. We empower our clients to be comfortable with their wealth, enjoy their wealth and be confident that their family is protected from the financial uncertainties of life.

Our approach to financial planning and deep client interaction has allowed us to be very selective focusing on High-Net-Worth individuals and families in transition, women on their own for the first time financially, retiring executives and management of trust assets.

Specializing in complex financial situations, where diverse assets and family dynamics can be challenging, our firm has built a reputation for objectivity and care by crafting meaningful and effective planning solutions. Areas of expertise include; inter-generational comprehensive financial planning, cash flow planning and tax strategy, investment planning and management, risk management and planning, trust management, wealth preservation and transition.

CLIENT SERVICE ASSOCIATE JOB DESCRIPTION

The Client Service Associate enhances the client experience by providing exceptional client service, assisting with client requests, and serving as administrative and operational support to our Financial Advisors. The successful candidate must be a hands-on, service-oriented individual with exceptional organizational, communication and interpersonal skills. The CSA will work closely with the firm's Partners in developing deep, personal relationships with our clients and will drive a best-in-class 360° client experience. The CSA is also responsible for understanding firm policies and procedures, adhering to compliance standards, and cultivate ideas to develop or improve office systems and processes.

PRIMARY RESPONSIBILITIES:

- Help coordinate and provide accurate, timely and effective support for clients, including processing account paperwork and addressing client inquiries and problems
  - Process and follow up on account paperwork, account transfers, set up client accounts, maintain client files and records
  - Promptly and effectively address client inquiries and requests
  - Research and resolve problems and appropriately escalate opportunities to the advisors
- Complete cashiering responsibilities including ACH/wire/check requests/check deposits
- Coordinate with team members to:
  - Manage Partner calendars and schedule meetings for clients, prospects and outside vendors as needed
  - Execute project-related tasks as directed by firm management and Partners
  - Track various client milestones such as but not limited to birthdays, anniversaries, annual review meetings, required minimum distributions ("RMD's")

REQUIREMENTS:

- 5-10 years operational experience working for an SEC-registered investment advisor ("RIA")
- Must have an understanding of appropriate paperwork and procedures necessary to process client transactions and open new brokerage accounts
- Fidelity Wealthscape and Orion Advisor Services experience preferred
- Previous experience working with clients required
- Strong communication skills
- Excellent writing skills
- Detail-oriented with superior organizational skills
- Ability to problem-solve and determine the most effective method of problem resolutions while complying with company and regulatory procedures
- Proficiency in Microsoft Office 365
- CRM Database maintenance and task management (Salentica Engage preferred)

Other Duties:

Please note that this job description is not a comprehensive listing of day-to-day activities, responsibilities, or tasks that are required of the employee for this role. Day-to-day tasks, responsibilities, and activities may change at any time with or without notice.

COMPENSATION

A highly competitive compensation package, including a base salary, bonus and appropriate long-term incentives will be offered to attract outstanding candidates. The company provides a superior, comprehensive benefits package to all employees.

CONTACTS

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