Associate Advisor
Retirement Plans

+Consistently Demonstrates Firm Values

- Serve
- Grow
- Live

Overview

- A professional with a dynamic personality, strong listening skills, expertise in task management and aspirations to grow and to advance within Strategic Retirement Plans.
- Primary focus is supporting existing client relationships.
- Develop ability to manage relationships and progress to a Lead Advisor.
- Help to develop participant engagement strategy and coordinate participant education programs with clients.
- Serve as the main point of contact for Diamond Team’s plans' participants.

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Job Responsibilities & Duties

- Primary focus is supporting day-to-day management of existing client relationships.
- Schedules, prepares for and attends client and participant meetings with Lead Advisor.
- Develop ability to manage relationships and progress to a Lead Advisor by gradually taking on new and existing client relationships.
    - Coordinates and helps shape the client service experience for plan sponsors.
    - Maintain client meeting schedules based upon pre-established service standards (plan reviews and education).
    - Draft meeting summaries, records meeting take-aways, and manage follow up actions for their Diamond Team.
    - Coordinates plan administration tasks with external partners (TPAs, CPAs, Recordkeepers, etc.)
    - Escalate as needed participant and sponsor issues to the plan's Senior or Lead advisor.
    - Subject matter expert on recordkeeper systems (both participant and sponsor perspectives)
    - Provide participant education/enrollment materials for individual settings.
    - Progress to handle group education for select clients promoting positive outcomes.
            - Identify clients/participants wanting further investment advice or financial planning
            - Serve as referral source to Wealth Management (governed by fiduciary prudence).
    - Assist with plan onboarding, conversions, administrations and general follow-up.

        General responsibilities and duties

    - Partner with other team members, including other ‘centers of excellence’ in a manner that is respectful and strives for optimal efficiency, productivity and client satisfaction.
    - Execute internally and externally in a manner that is consistent with the goals of the organization.
    - Assist with special projects, as needed.
    - Assist and have solid knowledge of EOS process.

Technical Skills

  - Operational – Proficient use or knowledge of:
  - CRM (Salesforce) and (Envestnet or similar retirement CRM)
  - Project Management (Asana).
  - Knowledge of industry recordkeeping and administration service providers.
- Retirement Plans – Detailed knowledge of key plan considerations.
- Investments – awareness in: (MF, SA, CIT, ETFs),
  - Working knowledge of participant education needs.
  - Markets and implications for participants and sponsors.
- Industry – detailed knowledge of key trends impacting plans, technological innovations and competition.
  - Demonstrated ability to listen, to ask good questions, to resolve conflicts, and to identify opportunities. While problem solving.

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Professional Experience

- 0 - 3 + Years of direct work experience (Financial Services, Advisory, Investment, Administration, or Employee Benefits).
- 1-5 Years related Retirement Plan work experience preferred.
- Additional client facing or account management work experience considered.

Professional Credentials / Education

- Experience in a related field or service role desired.
- If no related experience an industry credential will be required within 18 months:
- ARPS, ARPC, C(K)P, QKA, CPFA, CRPS, CRPC, AIF, QKA, CFP
- Minimally an Associate's degree, preferably in business, accounting, finance, economics, or related experience.
- Additional considerations: Bachelor's degree, industry specific or other technical training.

Other Qualifications

- Continuously exhibits personal integrity and professional initiative.
- Reliable, follows through on commitments, embraces new challenges.
- Possesses a passion to help new and existing clients.
- Must be detail-oriented and able to multi-task.
- Demonstrated commitment to accuracy and delivering high quality work.
- Excellent written and verbal communication skills.
- Collaborative and able to work effectively with others.
- Flexible team player who is highly adaptive to change and open to new ideas.
- Ability to work successfully in an entrepreneurial, small company environment.

Internal Webinars & Training Requirements

- Cyber Security Training, Sexual Harassment Training, Salesforce Training, Performance Feedback Workshop, Unconscious Bias Workshop and Leadership Training Programs as appropriate.
- Completes all internal training regarding role and proven process execution.
- Continuing education for professional designations.