CARSON COACHING

Sample Job Description

Operations Associate

Who We Are

In an increasingly complex world where people are starving for someone they can trust, we stand for something simple: always put the client first. We do well by doing good for those we serve. It's the ultimate measure. We believe in providing value beyond a doubt and in the notion that time will either expose you or promote you, based on your willingness to embrace change.

We serve financial advisors and investors through three entities, each headquartered in Omaha, Nebraska: Carson Wealth, Carson Coaching and Carson Partners. We provide coaching and partnership services to advisor firms – and straightforward financial advice to the investing public. We all share a common mission to be the most trusted in financial advice.

Who We Want

The Operations Associate will assist team members in preparing paperwork and ensuring every aspect of client accounts are set up accurately and properly maintained. This role will provide ongoing service and support to clients that exceeds expectations. This includes determining what actions need to be completed to set up new accounts or perform maintenance on existing client accounts on an accurate and timely basis. Coordination of projects, training and ongoing development of improved office procedures is also required.

What To Expect

» Maintain client information in our records database

» Prepare paperwork to open and/or maintain client accounts to the specifications requested by the Advisor

» Draft, review, or edit client correspondence for Advisors, if needed

» Assist in the preparation of materials for upcoming client meetings

» Conduct and participate in client meetings, face-to-face, to complete required paperwork (as training progresses)

» Become subject matter expert in operational policies and procedures

» Follow the guidelines provided to achieve goals and deliverables that support business goals in collaboration with management and stakeholders

» Conduct phone calls with custodians to research potential issues within client accounts

» Assist in developing processes and procedures that enhance accuracy and streamlines processes

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- Assist in setting and continually meeting project expectations with team members and management
- Provide cashiering functions

What You Need

- Knowledge of Financial Advisor office tools (i.e. Orion, SalesForce, etc.) preferred
- Strong knowledge of Microsoft Office, including Word, Access, Excel and Outlook
- Computer literacy to easily learn new programs
- A natural acumen for numbers
- The desire to conduct research
- A genuine interest in the financial services industry
- Desire to provide the highest quality of service
- Strong attention to details
- Planning and organizational skills
- Manage multiple projects with precision
- Exceptional written and verbal communication skills

Preferred Education and Experience

- Bachelor’s degree in business administration, accounting, finance or similar field of study preferred
- Previous experience in financial services industry preferred
- Minimum of two years in a general office environment

In exchange for your expertise, we offer a base salary, bonus potential, 401(k) plus matching, health benefits and a great working environment. This is your chance to play a key role in the continued success of our company. Our culture is fast-paced, motivational and focused on healthy living. Smokers need not apply.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.