Position Title: Client Service Associate (CSA)
Location: Lincoln, NE
Position: In Office
Employment Type: Full Time, Hourly
Hours: Monday-Friday; 8am-5pm

FP Wealth Management, Inc.
Today. Tomorrow. Forever.
www.fp-wealth.com

Overview

The Client Service Associate (CSA) is an integral member of our client management and financial planning team. This role involves coordinating and organizing client meetings, both in-person and online, while providing comprehensive administrative support. As the first point of contact for clients, you will handle communications via phone, email, and in-person visits. Your responsibilities include processing new account and insurance paperwork, maintaining digital files, and managing routine client account maintenance. Additionally, you will assist in implementing advisor recommendations, monitoring account statuses, and supporting clients with questions. This position ensures a seamless and personalized client experience, contributing to the overall success of the financial plan and client satisfaction.

About Us: FP Wealth Management is a Lincoln, Nebraska based firm. We help people understand that wise investing is not just about services —their personality, aspirations, and life situation can have as much to do with financial awareness as the services themselves. As an independent owned firm with access to the financial markets, we are not beholden to any provider. We help our clients identify strategies that fit their unique situations and personalities, and then we put those strategies to work with the best services available.

Job Duties

- Coordinate, schedule, confirm and organize client meetings, facilitating both in-person and online appointments, and assisting with note taking as necessary
- Execute administrative and support functions, complete, process, and monitor new account and insurance paperwork, signature collection, data entry into processing systems, payment processing, digital file maintenance, report generation, and document uploading
- Handle routine client account maintenance items, such as processing name and address changes, bank authorizations, and responding to client queries or issues
- Documents relevant information in Client Relationship Management System.
- Implement recommendation(s) of the advisor, such as performing opening new accounts or applying for insurance policies, or closing accounts or insurance policies.
- Monitor status of account opening and insurance applications, reporting and recording updates to client and advisor.
- Assesses client/prospects financial situation and goals to provide support to clients and Financial Advisors
- Coordinate the procurement of client gifts, cards, and flowers to acknowledge milestones and life events

- Plan and organize occasional client and company events/workshops, including venue bookings, catering arrangements, and guest list. Could also include content organization and preparation.
- Meet clients at business locations nearby for meetings and to gather paperwork requirements. situations.
- Other duties as assigned

<u>Qualifications</u>

- Minimum 3 years' experience in customer service, sales, or administrative support in the financial services industry. Experience may include investments, wealth management, life insurance industry, banking, etc.
- Preferred or willingness to pursue: FINRA Series 7 or 66 (63 and 65) license
- Preferred or willingness to pursue industry licenses: Life, Health, and Annuity
- Professional demeanor and strong interpersonal skills to effectively engage with clients and team members.
- Exceptional organizational skills with a keen attention to detail.
- Excellent follow-up skills with a proactive approach to tasks and responsibilities.
- Demonstrates initiative, identifying areas for improvement and taking steps to address them effectively.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other office tools.
- Ability to prioritize and manage multiple tasks in a fast-paced environment.
- Must have a high willingness to learn new concepts, processes, and software and be a team player.

<u>Additional Details:</u>

- Full Time; 8am-5pm
- Onsite role at Lincoln, NE office
- Benefit Eligible: Group health, vision dental plans, 401k retirement with employer contribution, Paid vacation, sick, and holiday hours
- Employment background and fingerprinting checks required due to regulatory compliance
- Opportunities for professional growth and development; including continuing education.
- A supportive and inclusive work environment where your contributions are valued.

The above description reflects the details considered necessary to describe the principal functions of the job and should not be construed as a detailed description of all the work requirements that may be performed in the job. FP Wealth Management is an EEO/AA Employer - applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity or expression, pregnancy, protected veteran status or other status protected by law.