

**Position Title:** Client Service Manager Retirement Plans  
**Location:** Novato, CA  
**Position:** In Office  
**Employment Type:** Full Time; 40 hours; Monday-Friday

**Overview:**

The Client Service Manager will specialize in employer-sponsored retirement plans. This role will lead and work independently managing a book of retirement plan clients. This role serves as the primary day-to-day contact for plan sponsors and works closely with advisors, recordkeepers, and third-party administrators to deliver a high-quality, proactive client experience. This role team member is organized, detail-oriented, and confident navigating ERISA concepts, plan operations, and client communication—while balancing multiple relationships and deadlines.

**About Us;**

New Aspect Financial Services provides a comprehensive suite of financial and retirement planning services tailored to individuals, families, and corporate clients. Our offerings include customized solutions for retirement programs, investment planning, estate planning, risk management, and employee benefits. The firm is dedicated to delivering superior, competent services with a focus on client success and integrity.

**Job Responsibilities:**

- Serve as the primary point of contact for an assigned retirement plan book of business.
- Build strong, trusted relationships with plan sponsors, advisors, recordkeepers, and TPAs and lead research, troubleshoot, and resolve complex plan issues.
- Lead and coordinate annual plan reviews, ongoing service meetings, and strategic meetings.
- Proactively anticipate client needs and identify opportunities to improve plan outcomes.
- Coordinate plan administration activities, including contributions, distributions, loans, compliance testing, and plan amendments.
- Interpret and explain plan provisions, compliance requirements, and operational processes to clients.
- Support plan changes, vendor transitions, fee reviews, and investment or fund lineup updates.
- Assist with plan design discussions, including eligibility, matching formulas, and regulatory considerations.
- Coordinate participant education initiatives, enrollment meetings, and communication strategies.
- Work with recordkeepers to schedule and support employee meetings and deliverables.
- Ensure timely, accurate responses to client and participant inquiries.
- Maintain detailed meeting notes, action items, and client records; including tracking deliverables and follow-ups to ensure commitments are met.
- Identify process improvements and contribute to best practices within the firm.
- Assist with special projects and support advisors as needed

**Qualifications:**

- Minimum 5 years of experience in retirement plan services, recordkeeping, advisory support, or related financial services role.
- Strong working knowledge of ERISA, qualified retirement plans, and plan operations required
- Experience managing a client book of business with minimal supervision preferred
- FINRA Series 6, 63, or 65 preferred or willingness to obtain

- Industry designation (QKA, QKC, CPFA, etc.) preferred
- Experience working with multiple recordkeepers and TPAs preferred
- Demonstrated ability to present which corporate clients
- Ability to independently handle complex issues and client escalations
- Excellent written and verbal communication skills
- Strong organizational skills with the ability to manage multiple priorities and deadlines
- Proficiency with recordkeeper platforms and standard retirement plan workflows.
- Ability to work independently with a high degree of self-direction and adaptability, proactively managing multiple tasks and promptly addressing client needs.
- Highly competent computer skills and advanced knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Zoom, Adobe Acrobat, RingCentral, Calendly

**Additional Details:**

- Benefits Eligible: 401(k) retirement plan with employer match contribution, Paid vacation, sick, personal, and holiday hours, health care stipend
- Long-term career growth opportunity for the right candidate to potentially transition into Leadership and/or Succession Planning opportunities