

**Position Title:** Client Services Associate (CSA)  
**Location:** New York, NY (Manhattan 7<sup>th</sup> Ave & W 34<sup>th</sup> St.)  
**Position:** Hybrid – In office 3 days/week  
**Employment Type:** Full Time  
**Hours:** Monday-Friday; 9am-6pm

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### **Job Summary**

The Client Services Associate (CSA) focuses on delivering high-quality client service, account maintenance, and administrative support. Responsibilities include processing new account paperwork, maintaining accurate client records, and ensuring compliance with industry regulations. The CSA will handle routine client inquiries, assist with various operational tasks, and ensure a seamless and efficient client experience. This hybrid position requires in-office presence three days a week and involves regular interaction with internal and external contacts to provide and clarify information. Ideal for someone looking to grow within a supportive and dynamic environment, this role offers ample opportunities for professional development and career advancement. Travel 5-25%.

### **About Us:**

Wall Street Alliance Group is a nationally recognized wealth management firm headquartered in Manhattan, New York. The firm operates in a Fiduciary capacity serving high net worth clients. Wall Street Alliance Group has a team of advisors with expertise in areas such as Tax Planning, Estate Planning, Asset Protection, Portfolio Management, 401(k) plans, Defined Benefit plans, Special Needs planning, Physician Financial planning, and Trust services. Please visit [www.wallstreetag.com](http://www.wallstreetag.com).

### **Responsibilities:**

- Ensures required client paperwork is current with firm and industry requirements, rules, and regulations.
- Completes new account paperwork and follow up on client documentation for proper maintenance of accounts.
- Monitors system alerts for any potential and ongoing issues and takes actions to clear back logs and escalating when required.
- Ensures CRM system is up to date with accurate information.
- Creates and maintains records and files.
- Interacts daily on the phone with existing clients including handling basic inquiries.
- Onboard and maintain client accounts, including collecting client information and required documentation, and processing money movement transactions.
- Provides technical assistance to clients with online account access.
- Coordinates directly with industry professionals including CPAs, Actuaries, Lawyers, etc. to provide customized client solutions.
- Works closely with operation manger in compliance requirement for ERISA plans such as 401k and Cash Balance Plan.
- Book travel arrangements when necessary
- Assists with other operational functions as required.
- Travel and work during the evening for events or conferences as necessary
- Performs other duties and responsibilities as assigned.

**Qualifications:**

- Minimum of 2 years financial services industry experience preferably within wealth management
- 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
- Retirement Plan Administration experience and knowledge of ERISA preferred
- Strong attention to detail, communication, problem-solving, and analytical skills
- Ability to multi-task under pressure, work independently, and work in a team environment
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other office tools.
- Provide a high level of customer service.
- Analyzing to be able to research account information.
- Organize, manage, and track multiple detailed tasks and assignments with frequently changing priorities and deadlines in a fast-paced work environment.
- Handle stressful situations and provide a high level of customer service in a calm and professional manner.
- Use appropriate interpersonal styles and communicate effectively, both orally and in writing, with all organizational levels.
- Languages: Urdu, Punjabi, Gujarati and/or Hindi preferred

**Additional Details:**

- Annual salary of \$80,000-\$120,000 commensurate with experience
- Hybrid role, Minimum 3 days in the Manhattan office (7th Ave and W 34th St.)
- Benefit Eligible: Group health, vision dental plans, 401k retirement with employer contribution, Paid vacation, sick, and holiday hours
- Opportunities for professional growth and development; including continuing education.
- A supportive and inclusive work environment where your contributions are valued.

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