STONEBRIDGE ADVISORS

www.stonebridgeadvice.com

Position:	Client Service Manager
Location:	Wayzata, MN
Employment Type:	Full time, In Office
Days/Hours:	Monday-Friday; flexible

Overview:

As a Client Service Manager at Stonebridge Advisors, you will play a vital role in delivering an exceptional client experience and supporting the operational success of our firm. This dynamic position involves direct interaction with clients and three Financial Advisors, ensuring timely and accurate handling of client inquiries, account servicing, and investment onboarding. You will coordinate client meetings, manage documentation, maintain CRM records, and facilitate money movement and asset transfers in accordance with regulatory standards. Additionally, you'll support financial planning processes, assist with compliance tasks, and oversee day-to-day office operations. This role is ideal for someone who is detail-oriented, client-focused, and thrives in a fast-paced, collaborative environment.

About Us:

At Stonebridge Advisors, we are a full-service investment firm dedicated to helping individuals and business owners pursue their unique financial goals. As independent advisors, we offer objective guidance and access to a wide range of non-proprietary investment solutions—always putting our clients' best interests first. Our services span investment management, retirement planning, estate conservation, and more, all delivered with a commitment to integrity, professionalism, and personalized support. We believe in empowering our clients with the knowledge and strategies they need to make confident financial decisions.

Responsibilities:

- Provide exceptional client service by promptly responding to client inquiries, resolving account-related issues, and addressing client requests for information or assistance.
- Coordinate, prepare, and follow up from client meetings, facilitating both in-person and online appointments with Financial Advisors
- Facilitate the onboarding of investment clients by coordinating the new account opening process from beginning to end, including the collection of necessary documentation, and liaising with product partners, Financial Advisors, and clients to ensure accurate setup of investment accounts.
- Follow up on outstanding paperwork and data work requests promptly.
- Monitors system alerts for any potential and ongoing issues and takes actions to clear back logs and escalating when required.
- Maintain client information and document client interactions, task progress, and account updates.
- Coordinating annually with clients to gather financial documents and update information in financial planning software such as eMoney or reporting software like Albridge.
- Follow up with vendors, product sponsors, and partners for documentation or inquiries on behalf of clients and/or Financial Advisors.
- Assist advisor with RegBi documentation follow up tasks.

- Execute money movement and asset transfers as directed including client deposits, rollovers, withdrawals, and internal transfers while adhering to regulatory requirements and internal policies, utilizing security trading platforms such as NFS or Schwab
- Assist with client service items like beneficiary distributions and settling estates.
- Manages office – from performing payroll, paying invoices, and ordering supplies.
- Other duties as assigned.

Qualifications:

- Minimum 3 years of experience in a client support or operations role, preferably within financial services or wealth management
- Preferred or willingness to pursue: FINRA SIE and/or 7
- Preferred or willingness to pursue industry licenses: Life, Health, and Annuity
- Preferred familiarity with CRM systems (Salesforce) and financial platforms such as eMoney, Albridge, Schwab, Wealthscape
- Excellent attention to detail, multi-tasking, and time management skills.
- Professional demeanor and strong interpersonal skills to effectively engage with clients and team members.
- Excellent follow-up skills with a proactive approach to tasks and responsibilities.
- Ability to work independently and as part of a team.
- Demonstrates initiative, identifying areas for improvement and taking steps to address them effectively.
- Strong written and verbal communication skills with team and clients.
- Proficiency in Adobe PDF, Google, and Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
- Must have a high willingness to learn new concepts, processes, and software and be a team player.

Additional Details:

- Full time, Flexible but consistent schedule requested
- In Office position. Business is located in Wayzata, MN
- Benefits Eligible: 401k, paid time off including vacation, sick, and holiday
- Opportunities for professional growth and development, including investment in wealth management designations.