Client Service Associate II (CSA II)

Job Description

The Client Service Associate II (CSA II) plays a key leadership role in enhancing the client experience by providing high-level operational and administrative support to Financial Advisors, Financial Planners, and the Investment Team. This position is responsible for managing complex client requests, supervising junior operations staff, overseeing billing processes, and ensuring operational excellence. CSA IIs uphold AllGen's high service standards while mentoring team members and continuously improving client experience.

People Management: This role includes supervisory responsibilities, including training, mentoring, and overseeing the client experience and performance of junior operations staff.

Essential Job Functions

- **Advanced Client Support**: Deliver high-level support to Advisors and Planners by proactively managing complex service tasks and resolving escalated issues efficiently.
- **Supervision & Team Leadership**: Oversee and support operations team members. Provide day-to-day guidance, delegate tasks and monitor performance.
- **Client Onboarding & Transitions:** Lead the end-to-end onboarding process for new clients and account transitions to ensure accuracy, professionalism, and compliance.
- **Account Management**: Manage and review account openings, transfers, updates, and closures with a focus on precision and regulatory awareness.
- **Transaction Oversight:** Process and oversee complex financial transactions (e.g., wires, RMDs, journals, distributions), ensuring documentation is complete and aligned with compliance procedures.
- **Billing Administration:** Take ownership of the firm's client billing process. Review, update, and reconcile billing in coordination with the Investment Team.
- **Custodian Coordination**: Act as primary contact with custodians to follow up on outstanding service requests and address any issues with professionalism and urgency.
- **Client Communication:** Serve as a lead point of contact for client service. Handle sensitive or escalated matters with discretion and a client-first mindset.
- **CRM & Data Oversight:** Ensure accurate, timely entry and maintenance of client records in Advyzon. Review and audit service data for consistency and compliance.
- **Process & Workflow Improvement**: Identify opportunities to improve service workflows and efficiency. Collaborate with leadership to implement process enhancements.
- **Team Collaboration**: Partner cross-functionally with Advisors, Operations, and the Investment Team to support client needs and internal coordination.
- **Training & Development**: Onboard and train new operations team members, promote best practices.
- **Special Projects:** Lead or support firm-wide initiatives such as technology implementations, client events, compliance updates.
- **Professional Representation:** Uphold AllGen's mission, vision, and core values in every client and team interaction.

Skills and Qualifications

Required

- Associate's degree required; Bachelor's degree preferred.
- 2-3+ years of client service experience in the financial services industry (RIA or broker-dealer experience strongly preferred).
- 1+ year of supervisory or team leadership experience.
- Experience handling financial billing processes or fee administration within a financial firm.
- In-depth knowledge of custodial platforms (e.g., Schwab, Altruist) and client service.
- Familiarity with CRM systems (Advyzon preferred) and financial account servicing workflows.
- Advanced proficiency in Microsoft Office 365 (Outlook, Excel, Word, Teams).
- Strong written and verbal communication skills, with the ability to handle sensitive situations tactfully.
- Highly organized, detail-oriented, and able to prioritize tasks independently.
- Demonstrated ability to lead, mentor, and collaborate with others in a fast-paced environment.
- Commitment to professionalism, discretion, and confidentiality.
- Personal alignment with AllGen's mission, vision, and core values.

Physical Requirements

- Prolonged periods of sitting and computer work (up to 8 hours).
- Occasionally required to bend, twist, kneel, crouch, or lift items up to 15 lbs.

Job Type: Full-Time

Schedule: Monday – Friday | 8:30 AM – 5:30 PM

Location: In-Office (with potential for hybrid flexibility after training)

AllGen is committed to making reasonable accommodations for individuals with disabilities in accordance with applicable laws and regulations.