SAM

STANSBERRY ASSET MANAGEMENT

JOB DESCRIPTION – Client Service Associate "CSA"

Qualified candidates can apply at tom.vatavuk@stansberryam.com

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General:

With Offices in NY and CA, Stansberry Asset Management ("SAM") currently manages over $700M in assets. SAM is a rapidly growing Registered Investment Advisor with a highly motivated team of investment professionals. We love what we do and are passionate about helping clients and their families achieve their long-term investment goals.

Our firm is undergoing a signification expansion, and we are seeking a highly motivated Client Service Associate ("CSA") to work with a group of experienced Sr. Relationship Managers. This role will require direct, daily interaction, with our: Sr. Client Relationship Managers, clients, and operations team. The individual in this role should be comfortable communicating with clients and working in a hybrid/remote team-based environment. The CSA may assist and work under the direct supervision of more than one Sr. Client Relationship Manager.

Essential Functions (Responsibilities):

- Assisting clients with accessing the SAM Client and BNY Mellon Pershing Client Portals
- Data entry and maintenance of Salesforce records, as directed by the Sr. CRM
- Entering operational requests into our CRM system (Salesforce), and collaborating with operations to fulfill operational requests
- Following up with clients on stale operational requests and gathering additional information, as needed
- Acting as a liaison between operations and the client
- Assisting clients with accessing their account statements and 1099/tax forms
- Proactive outreach to clients regarding required minimum distributions (RMDs)
- Directing market and investment related client inquires to appropriate Sr. CRM
- Escalating client complaints and potential client terminations to appropriate Sr. CRM
- Assisting Sr. CRMs with Ad Hoc projects as needed

Qualifications/Requirements:

- Client service-related experience, preferably in financial services (e.g., wealth management, investment management, financial planning)
- A general understanding of the investment industry and a keen desire to learn about the industry and SAM's investment philosophy
- A passion for working with clients and building internal relationships
- Bachelor's Degree from An Accredited College or University (Business Admin, Finance, Accounting preferred)
- Excellent Computer skills (MS Word, MS Excel, & MS PowerPoint)
- Excellent written and verbal communication skills
- Articulate, with polished/professional phone etiquette

Desired:

- Experience using: Salesforce, Orion Advisors, or NetXInvestor (BNY Mellon Pershing's client portal)

- Experience in Financial Services Industry
- Experience supporting multiple senior level team members