

Client Services Supervisor Job Description

Summary

This position is responsible for supervising the functions and performance of the Operations Team, to include identifying best practices and the performance and/or oversight of operational projects and compliance-related tasks. The duties of this role include performing the functions of a Relationship Manager for employee clients and select other private clients, including the support of Lead Advisors in the execution of retention strategies for Cable Hill's existing client base. This is a salaried, exempt position, reporting to the Chief Operating Officer/Chief Compliance Officer.

Duties & Responsibilities

- Lead the Operations Team, with a focus on feedback, accountability, and career path mentorship. Practice positive employee relations and facilitate an Open-Door Policy to ensure candid communication between management and team members.
- Assist the Chief Compliance Officer with compliance-related tasks, including the annual Custody Audit.
- Identify and oversee operations-related projects.
- Ensure data integrity for Cable Hill's CRM and performance management software.
- Process monthly and quarterly client billing for private clients.
- Oversee and assist with the training of new or newly promoted client-facing team members.
- Work with team members to ensure training and reference documents are accurate and updated as needed. Monitor industry trends and disseminate pertinent information as needed.
- Identify and facilitate the implementation of best practices for client-facing operations.
- Collaborate closely with Lead Advisors at all stages of the client review meeting process, including preparation of materials and attendance at the meetings. Ensure accurate and detailed notes are entered into the CRM following the meeting. Follow up on action items.
- Execute client trades. Perform tasks associated with client's cash flow and money movement directives.
- Oversee the documentation related to client onboarding and ongoing maintenance including account applications, transfer documents and other forms as required.
- May lead or work independently on firm level projects.

Other Duties

- Provide back-up support as necessary to members of the Operations Team.

Professional Qualifications

- A minimum of eight years of experience in a client-facing role in the financial services industry.
- Current Series 65 or 66 license required.
- Undergraduate degree required.
- Experience leading a team in professional environment strongly preferred, but not required.
- Proficiency in Microsoft Office products required.
- Experience with Salesforce preferred, but not required.

Skills & Attributes

Teamwork – Highly collaborative and dedicated to continuous perfection of CHP’s ability to deliver superior customer service to its clients.

Integrity – Exhibits a high level of integrity through interactions with internal and external customers. Goes above and beyond to do what is right for team members and clients.

Customer Service – Exceptional internal and external customer service skills. Ensures positive interactions through active listening and professional feedback.

Communication — Excellent oral and written communication skills. Projects a professional, capable image in both action and appearance.

Leadership – Provides leadership through modeling a vision of excellence in the client experience. This vision is shared through coaching in a manner that provides a positive learning culture for client-facing staff members.

Adaptability – Remains professional when working with multiple personalities. Flexible with changing priorities, and successfully works with minimal supervision in a fast-paced environment.

Capacity – Strong time management skills, with an ability to effectively organize and prioritize tasks. Manages heavy, time-sensitive workloads, while maintaining accuracy through a strong attention to detail.

Judgment – Skilled problem-solving, particularly for obstacles in which the next course of action is unclear. Without hesitation, seeks guidance and direction when unsure of how to proceed.

Acknowledged:

Signature

Date

Print Name