Lead Advisor Job Description

Summary

The Lead Advisor focuses on strategically managing private client relationships, utilizing Cable Hill Partners' service deliverables in the prospecting, onboarding and retention of clients. Responsible for building and maintaining trust and confidence with clients. The Lead Advisor has extensive client contact and directs both internal and external resources to accomplish client objectives. This is a salaried, exempt position.

Duties & Responsibilities

- Develop a thorough understanding of each client's financial situation in order to create and deliver a suitable and holistic financial strategy for the client's goals. Communicate with clients by phone, email and face-to-face meetings to discuss the client's investment objectives, goals, needs and expectations.

- Think strategically about client issues and formulate plans to advance client goals and objectives. Develop a tactical plan and effectively communicate with internal team members in a manner that will ensure successful execution of the plan. Provide oversight and take ultimate responsibility for the implementation of the plan in an accurate and timely manner.

- Present Cable Hill Partners' service models to clients in a manner that is persuasive, trustworthy and which builds trust. Illustrate a clear *course*, which inspires *confidence* to pursue that course, and *clarity* of the road ahead. Set and manage client expectations consistent with Cable Hill Partners' service deliverables.

- Consistently and effectively utilize Cable Hill Partners' philosophies and best practices to ensure a holistic approach to the client's financial plan and progress of that plan.

- Educate and consult with clients on investment philosophy, portfolio performance and other financial matters.

- Maintain a high retention rate of private clients through embracing the Cable Hill's proactive service models and ensemble approach, resulting in superior service.

- Leverage external resources to achieve client objectives.

- Embrace the ensemble philosophy, collaborate with internal resources to achieve both client and Cable Hill objectives.

- Utilize technology as appropriate to generate accurate client financial performance data and to create individual client financial planning deliverables.

- Contribute to ongoing refinement of Cable Hill Partners' service deliverables through feedback to the team and the generation of new ideas.

- Engage in business development activities including developing and expanding relationships with COIs and generating referrals from existing clients. Engage in responsible and compliant use of social media as a business development tool. Demonstrate proficiency in closing new business.

- Monitor industry trends. Alert and disseminate pertinent information as needed.

Professional Qualifications

- A minimum of five years' experience in a client-facing role in the financial services industry.

- A minimum of two years' experience directly engaging in financial planning for private clients.

- A CFP designation is required.

- Undergraduate degree required.

- Proficiency in Microsoft Office products required.

- Experience with Salesforce and eMoney 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.

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.

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.

Professionalism – Exhibits a professional and capable demeanor to clients and external affiliates. Represents CHP in a positive manner in all interactions with clients and affiliates.

Engagement – Contributes to the development of CHP through engagement and enthusiasm. Acts on the belief that every employee contributes to the success of CHP. Builds effective working relationships with colleagues.

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. Seeks guidance and direction, without hesitation, when unsure of how to proceed.

Reliability – Understands and responds to the importance of being a dependable team member. Arrives to work on time, keeps calendar updated and communicates barriers with team members if tasks cannot be completed on time.

Acknowledged:

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Signature Date

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Print Name