POSITION AVAILABLE IN WEALTH ADVISORS
LOCATED IN POUGHKEEPSIE, NY

Position Title: Relationship Manager
Reports to: Director of Wealth Advisors

PRIMARY FUNCTION:

Provide service and support to the clients of the firm. Assist with implementation and maintenance of service plans for clients including individuals and retirement plan clients. Assist Registered Investment Advisors in the development of sales, marketing and educational support materials as well as ongoing service models. Comply with all standards of care, policies and procedures outlined in our Firm compliance Manual.

MAJOR RESPONSIBILITIES:

Client Interactions

- Provide positive and professional service.
- Handle communication with the client and participant including phone calls, emails and meetings.
- Coordinate client meetings and manage follow up activities with Advisors.
- Assist clients through education about other division and company products and services available to them.
- Help prepare, plan and attend client and prospect focused events.
- Process new accounts, transfers and client related activity.

Additional Responsibilities

- Work with team to provide support and back up in assisting clients.
- Develop and maintain written systems for operational activities.

401k Related Responsibilities

- Assist with the creation and development of workflows for systemization and efficiencies.
- Assist with quarterly performance monitoring of funds within retirement plans including meeting preparation.
- Support advisor with maintaining service model and proper use of workflows for retirement plans.
- Develop and help deliver educational material for plans (onsite periodically, web-based).
- Assist in developing annual client review materials.
- Support the Wealth Advisor with 401k stress test analysis.
- Ongoing Documentation of all activities.
- Develop proficiencies in regards to our CRM program and 401k monitoring software.
- New Plan Implementation and Transition
  - Timeline
  - Client Communication
  - Document Preparation and Processing

Please submit your qualified resume to: hrdept@marshallsterling.com

Additional Responsibilities

- Attend all training and information sharing meetings scheduled for the Operations team.
- Comply with all continuing education requirements and required training.
- Attend all firm client events.
- Recommend changes to ensure excellent customer service.
- Maintain professional accreditation necessary to meet agency standards.
- Build and maintain a favorable and professional work relationship with other staff members.
- Adhere to established employee manual policies and guidelines.
- Adhere to workflow procedures and follow guidelines to reduce the risk of E&O claims.
- Promptly report all E&O claims and potential E&O claims.
- Maintain confidentiality in all aspects of client, staff and agency information.
- Perform other duties and projects as assigned.

QUALIFICATIONS:

- Exceptional interpersonal skills.
- Desire to work as part of a team.
- Ability to communicate and interact with high net worth clientele.
- Excellent organizational and time management skills.
- Detail oriented.
- A burning desire to succeed.
- Ability to handle multiple tasks.
- FINRA Series 6, 63 or 66 and Clean U-4 and U-5 history.
- No regulatory required disclosures.
- Life Accident Health License in NY State.
- College degree preferred, high school diploma or equivalent required.
- Experience and knowledge of Microsoft Office programs.
- Works effectively and relates well with others including superiors, colleagues and individuals inside and outside the company in a professional manner.
- Valid driver's license and acceptable driving record.

Please submit your qualified resume to:

Marshall & Sterling Inc.
HR Department
110 Main Street
Poughkeepsie, NY 12601
or Email: **hrdept@marshallsterling.com**