HHM Wealth Advisors, LLC

Client Service Administrator
Job Description

Job Summary:
As a member of the Client Service Team, the Client Service Administrator's responsibilities focus on the daily activities that support our mission of providing excellent client service. Duties and responsibilities will include support of all Partners, Advisors and Staff Members.

The Client Service Administrator can expect to focus in the following areas:

- Deliver superior client service
- Serve as liaison between Advisor and Client
- Manage client information

Duties and Responsibilities:

- **Trader**
  1. Implement/execute trades created by advisor
  2. Verify trades daily
  3. Print/Save/File Trade tickets
  4. Complete trade corrections quickly and efficiently

- **Data Delivery/Downloads**
  1. Portfolio Center - daily download and reconciliation
     a) Transaction data correction
     b) New account set-up
     c) New securities classification/corrections as necessary
     d) Enter cost basis
     e) Report generation/review/correction
     f) Monthly intervals
     g) Monthly report updates
     h) Closed account maintenance
  2. ByAllAccounts - daily download and reconciliation
     a) Create new accounts thru ByAllAccounts/AccountView
     b) Maintain spreadsheet with client credentials
     c) Transaction data correction
  3. MorningStar – daily download and reconciliation

- **Client Service Administration**
  1. Manage Client Review Process
     a) Schedule Reviews/repeat contact to clients as necessary
     b) Create Portfolio Review Folders
     c) Maintain CRM with appropriate review schedules with updates as necessary
  2. New Clients/Account Maintenance
     a) Establish new clients CRM
     b) Complete OFAC Search
     c) Forward checks – maintain check receipts blotter
     d) Process all new accounts
        i. Schwab - utilizing Schwab's on line service
        ii. RD Legal
        iii. Millennium Trust

        iv. American Funds 529-F Accounts

e) Execute Account Transfers
    i. Establish a realistic timeline for each transfer
    ii. Communicate with Advisor necessary documents/missing items
    iii. Add to inbound transfer/check blotter
    iv. Follow-up with advisor/client to ensure timely delivery of assets
f) Review all documents for accuracy to ensure limited errors and repetitive processes
g) Prepare documentation/process client requests as directed

3. Scanning/File Maintenance
    a) Scan documents to SharePoint
    b) Create folders as necessary for consistency

Qualifications:

- Client First Attitude
- A team player, collaborative, able to work with others
- Desire/ability to work successfully in a small company environment
- Ability to multitask and prioritize a variety of activities
- Strong analytical and financial skills
- Organized/detail-oriented with a high degree of accuracy
- Good written and verbal communication skills
- Proficiency in Word, Excel, Outlook & CRM software
- Willingness to learn new tasks