



**GEORGETOWN
FINANCIAL GROUP, INC.**
Helping to fund the future.

Position Title: Client Service Manager

About Georgetown Financial Group, Inc.

Since 1991, Georgetown Financial Group (GFG) has grown into a distinguished national full service financial services company with approximately 100 financial advisors at Cetera Advisor Networks LLC.

As an independently managed producer group, GFG's advisors provide financial planning and wealth management services, designing and implementing detailed strategies to help our clients accumulate, protect, and transfer wealth. Integrity, leadership and compassion for helping clients is what drives our financial advisors each day.

Our mission is to empower independent advisors to be the trusted guides of your clients' financial futures. With our background as client-facing advisors, we have the direct experience and the resources to help you meet your objectives and advance your business to the next level. Whether you are an emerging practice still building your client roster, an established firm looking to refine your service model and target a niche, or a transitioning firm contemplating an appropriate successor, we can assist you every step of the way. We are a partner with a solid foundation for your immediate needs and long-term challenges.

Position Overview/Summary

The Client Service Manager delivers a wide range of critical client support to the advisor and principal teams and helps to provide the resources and guidance clients need to achieve their financial goals. Duties are varied and can include: supporting the preparation of financial plans and reviews; executing investment transactions; scheduling and organizing meetings; responding to client inquiries and maintaining and updating client files.

Position Responsibilities

- Interact daily with clients, process client requests and answer basic client inquiries in a timely manner. Address inquiries to appropriate areas
- Proactively communicate with clients on a regular basis through a range of communications vehicles
- Coordinate the preparation of financial plans, annual or quarterly reviews and other ad-hoc client meetings materials
- Prepare balance sheets, investment allocation summaries, meeting agendas, charts, graphs and added services
- Schedule client and team meetings as required
- Discuss and organize follow-up steps with the advisors or firm principals after client meetings
- Prepare client engagement agreements and investment applications including new account applications, process transfers of client accounts, provide daily tracking of project status and keep client informed of the progress of their accounts
- Coordinate account transfers and obtains cost basis information for incoming assets
- Execute equity, fixed income, mutual fund and variable annuity transactions under the

- direction of the firm principal or advisors
- Review daily transaction reports to ensure accuracy of previous day activities
 - Monitor client account activity including dollar cost averaging activity and RMDs
 - Verify cash balances for systematic withdrawal programs
 - Generate and review monthly available cash report
 - Maintain the client referral program by coordinating next steps and providing required advisor/principal support
 - Manage all details of clients, prospects and vendors in CRM including client fee billing and reporting systems
 - Prepare fee invoices and monthly fee bill summary; coordinate compliance approval and payment for client accounts
 - Ensure system backups are completed on routine basis
 - Monitor continuing education requirements for advisors, principals and team members
 - Order and maintain all supplies including forms, prospectuses and useful research information
 - Coordinate mailings; process incoming mail
 - Commit to continuous education and professional development to remain current in industry issues, CRM and financial planning software, including report and analysis preparation
 - Foster an environment of open, honest and timely communications
 - Ensure the mission statement, vision and core values of the firm are incorporated into the duties and responsibilities of the position

Required Skills and Experience

- Exceptional oral and written communication skills
- Excellent follow-up and follow-through capabilities
- Personable, approachable with a positive attitude
- Organized, meticulous, detail-oriented and able to multitask
- Able to interact well with sophisticated, high net worth clients and all employees
- Able to exercise good judgment by recognizing urgency and setting priorities
- Professional attitude, demeanor and appearance
- Able to work independently with good problem solving, mathematical and time management skills
- Comfortable with public speaking
- High degree of confidentiality and latitude
- Proficient with Windows based software, including MS Word, Excel, PowerPoint
- Knowledge of CRM system, Morningstar and/or portfolio management software a plus
- 3+ years of experience in the financial services industry, preferably with an investment management or advisory firm
- Work experience that demonstrates interpersonal and teamwork skills

Licenses

- Series 6, 63, and Life Insurance licensed (or willing to obtain within 90 days)
- Bachelor's Degree in finance or accounting and/or equivalent work experience