

Job Title: Client Service Associate

Overview

The Client Service Associate (CSA) is a client-facing role. The CSA will carry out a diverse set of actions for clients, planners and our business. Example activities include processing cash movements for clients, opening a new client account, or helping a client access their tax documents.

Benefits & Compensation

Compensation: \$26 - \$32/hour, depending on experience and competency

Hours: Full Time, 40 hours/week

Benefits: **Insurance:** Health, Dental, Vision Insurance for employee is 100% provided
Retirement Plan: 401k plan with company match
Paid Time Off: Paid holidays (12/year), Ten discretionary days. Flexible timing.

Schedule: Working hours will be during the regular work week (M-F, 8:30- 5)

Location: Work is done in our office, located in Bellingham, WA.

Responsibilities

Manage service tasks related to client investment accounts. Tasks such as:

- Onboarding new clients
- Account opening and transfers
- Cash management including processing and tracking of contributions and disbursements

Billing and invoicing from TrailFP

- Preparing invoices, sending out for payment
- Following up on payments

Tax Information and Document Management

- Tracking tax-related activities throughout the year for clients and the firm
- Preparing and delivering tax letters to clients with all tax-related information

In addition, this position will entail some administrative work such as,

- Data entry: Updating/entering client information in various software systems
- Reviewing and organizing physical and digital files
- Answering main business phone
- Proof-reading and editing communications



Candidate Experience

- Experience in a professional setting (whether physical or virtual) is preferred
- Bachelor's degree (any major) is preferred though not required

Candidate Skills and Competencies

- Technical skills: We use many different software systems, so a general competency with computers and technology is essential. The ideal candidate would also have familiarity with word-processing (i.e. Google Docs or MS Word) and spreadsheets (i.e. Google Sheets or MS Excel). Expertise in any of these is not expected, we will train on the use of any business-specific software systems.
- Detail oriented: As in, you like to get things right. You like to double check things. People say that you are “a details person.”
- Accurate: You appreciate accuracy, and you know that it takes a careful process to achieve it
- Communication skills: Strong verbal and written communication skills
- Task-oriented: You like to get things done
- Organized: You know how to keep track of tasks and processes
- Humility: You are willing to ask for assistance.
- Non-judgmental: Trail FP believes in people. People all have their own stories and motivations. We seek to first understand people, and assume the best intentions. We expect all members of the Trail FP team to interact with others in such a fashion.

Tools for the work and communications

- Computer & software. For reasons of security and consistent client experience, we require you to use Trail FP-provided computer hardware/software for all Trail FP-related work.
- Internet connection. Secure internet will be provided at our workplace.
- Cell phone. Many technology systems rely on a mobile phone to deliver “authentication codes” or identity verification messages. Trail FP does not provide a device, all employees currently use their personal mobile devices for authentication purposes.

About Trail Financial Planning

Trail Financial Planning LLC (Trail FP) is a fee-only financial planning & investment management firm. Our mission is to *Strengthen People through Their Finances*. We specialize in working with people from the helping professions such as therapists, teachers, firefighters, and medical professionals. John Chesbrough CFP®, RLP® and RICP® and Liz Snyder CFP®, LMHC, RICP® co-founded Trail FP in 2017. Our firm currently serves about 140 individuals and families. Our clients are primarily located in Bellingham, WA, although we serve clients around the world.

