PREPARED RETIREMENT INSTITUTE
EDUCATE.PREPARE.MANAGE.

215-997-5700
105 Montgomery Ave., Suite 1053
Lansdale, PA 19446

Firm Description: Based in the Philadelphia-metro area, Prepared Retirement Institute is a fee-only financial planning and portfolio management firm comprised of advisors who serve as 'chief financial officer' for high-net-worth members of the widowed community, business owners, individuals & families across the country.

We know that every investor's journey is deeply unique. Prepared Retirement Institute utilizes a collaborative investment philosophy that emphasizes a team approach to decision-making, empowering members to confidently navigate the complexities of retirement planning and financial security. Advisor-Client partnerships also include a dedicated Relationship Manager who provides white glove concierge-level service, ensuring any ask of our members is minimal (including paperwork).

Please visit our website at www.preparedretirementinstitute.com to learn more.

Title: Client Service Associate (CSA)

Manager: Megan LeBarron

Qualifications:

- Candidates must have Bachelor's degree.
- 1+ year record of relevant work experience (financial planning, accounting, or other equivalent, preferred) or outstanding customer service.

Role Requirements:

- Ambition. A constant desire to learn and passion for financial planning.
- Organization. Capable of multi-tasking and completing tasks in the assigned time frame.
- Attention to detail. The ability to complete forms accurately and communicate clearly, particularly in writing.
- Compliant. A willingness to document client correspondence manually when necessary, and conform to all other SEC regulations.
- Consideration. Be committed to checking our systems for information before interrupting a team member's work day. Time is our most valuable asset and we make every effort to communicate asynchronously when possible.
- Reliability. When given ownership of a task/project, the team should feel confident knowing it will be completed on time.
- Aptitude for technology. An ability to effectively use our technology stack and the capacity to think strategically about ways we could use our existing software to better serve our clients.
    - Knowledge of financial software programs such as eMoney, Microsoft, Schwab, DocuSign and Advyzon, preferred.

Role Responsibilities:

- Work closely with multiple Advisors to manage all operational and administrative aspects of the firm's client relationships. Communicate with clients on specific operational tasks, under Advisor supervision.
- Proactively update contact records (potential clients, clients, businesses, vendors, centers of influence) in the firm's CRM software, Advyzon.

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- Utilize workflows and activity templates in our CRM and constantly be on the lookout for ways to improve our current processes.
- Communicate with PRI's custodians (primarily Schwab) to ensure that the operational needs of our clients and firm are completed swiftly and accurately. Document the progress of all client work through our CRM, leaving detailed notes where possible to ensure continuity.
- Manage all client forms digitally, scanning files when necessary and ensuring forms are saved in accordance with firm guidelines in the company's shared drive (SharePoint).
- Perform regular administrative maintenance for existing clients including: opening and closing accounts, initiating contributions, distributions, wires, transfers, rollovers, charitable donations, address changes, beneficiary updates, etc.
- Help to manage our firm's portfolio management software (Advyzon) to ensure that household portfolios are accurately tracked and reported.
- Assist with the quarterly client billing process by "data scrubbing" in Advyzon to ensure that household and account settings are accurate.
- Be willing to accept any administrative tasks that allow our Advisors to focus on their clients.
- Help recruit, hire, train, and manage others on the Client Service team as the firm continues to grow.

Career Path:

A successful Client Service Associate will have multiple potential career paths to choose from.

One path is to grow within our Client Service team, developing into a Client Relationship Manager, then Senior Client Relationship Manager within 3-5 years. The Senior role comes with added responsibility - management responsibilities of newer Client Service Associates and "ownership" of additional (and more complex) workflows. This path could potentially grow into an operations-focused management role, with expected ownership of a critical business function (eg., finance, marketing, compliance, etc.).

Another path exists for those who are interested in Financial Planning and are willing to complete a rigorous licensing exam. From Senior Client Relationship Manager, this path would include an initial transition to the Paraplanner role, followed by additional education and mentorship with an Advisor. The Paraplanner role is expected to grow into an Associate Advisor role upon licensure.

Additional career paths may become available as the firm grows.

Schedule and Location:

Full-time, 40 hours per week, Monday to Friday, typically spanning a portion of the hours of 8:00am ET and 5:00pm ET. Primarily on site in Montgomeryville, PA (105 Montgomery Ave., Suite 1053).

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Professional Compensation and Benefits:

- Base salary - $45,000-$55,000+ per year, placement within this range is dependent on education and experience.
- Bonus compensation. Potential for bonus pay available (based on a non-exclusive variety of factors including number of clients served, revenue served, performance evaluation, and time in service).
- 401(k). Company contribution up to 4% matching, paid annually.
- Flexible schedule. Including holiday pay (see PRI Handbook).
- Personal time off (PTO). Based on time in service, see PRI Handbook.
- Hybrid schedule. Potential to work from home available.
- Employer-sponsored health insurance.
- Other perks. On the job training, professional development, equipment stipend (when applicable), Summer Fridays – early office closure.