SCOTT JONES
FINANCIAL
Known for our Expertise. Chosen for our Care.

5950 Fairview Road
Suite 215
Charlotte, NC 28210
P 704.817.7324

Client Services Associate

Summary

The primary responsibility of the Client Services Associate is to manage the workflow in the office. This includes but is not limited to processing new business and handling service requests. This person must take the initiative to expedite requests for service in a timely manner and possess the initiative to make sound decisions in situations requiring rapid/reformed resolutions. This person will also manage the life, disability, and long-term care insurance new business submission process from completion of the application with the client to the issue and delivery of the insurance policies. It would also include managing the submission of all investment applications (including compliance approval) from the point of sale to completion.

Essential Duties & Responsibilities

Client Services

- Manage and resolve client service issues in a timely manner
- Provide best-in-class customer service while servicing client requests including beneficiary changes, loans, bank changes, address changes, etc.
- Maintain & manage client database. Keep current with new features of Smart Office – Pending Case Module
- Maintain Scott's calendar and schedule all annual reviews
- Ensure clients are billed properly and policies paid to-date
- Review pending lapse reports and proactively communicate deadlines to client and advisor
- Maintain and organize all client files and records (electronic and/or paper)
- Monitor and evaluate customer satisfaction with a feedback process

New Business Implementation

- Accurately prepare all necessary paperwork for the implementation of insurance and/or investment products, including having all forms signature ready for the client and producer
- Order all necessary underwriting requirements for insurance product implementation
- Track Underwriting Pipeline and provide weekly status report to advisor
- Record paid-for business in new business/commission tracking system
- Manage and proactively update producer's licensing and carrier appointments
- Provide clear and concise updates to clients throughout the process in a professional manner
- Review the issued policies and investment contracts for accuracy and prepare for delivery
- Actively find ways to automate or simplify the New Business Implementation Process
- Develop mutually beneficial relationships with our Broker Dealer, Valmark Financial Group
- Quickly learn and maintain a thorough understanding of available resources through our Broker Dealer

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Office Administration

- Answer incoming calls and maintain voicemail message
- Coordinate compliance information
- Open mail and distribute
- Track continuing education (NC Life & Health, CFP, PACE, etc) for all employees and producers in firm
- Maintain Valmark employee files to include all necessary securities licensing and contract information
- Webpage maintenance
- Mailings (birthday, holiday, etc)
- Coordinate travel arrangements for partners
- Handle all accounts payable and receivable utilizing QuickBooks software
- Maintain technology, phone system, and all office equipment. Handle technology issues, questions, and training
- Proactively explore opportunities to utilize technology more effectively
- Prepare PowerPoint presentations as needed
- Coordinate events and seminars as necessary

Core Competencies

- Excellent written and verbal communication skills
- High degree of flexibility to deal with a variety of situations
- Ability to handle multiple tasks at the same time
- Working knowledge of financial services and life insurance industry
- Extreme attention to detail
- Very strong technology skills (Word, Excel, PowerPoint, etc)
- Client service skills
- Experience with SmartOffice client database preferred

Required Education and Experience

- High school diploma, GED, or equivalent
- Associate's or Bachelor's degree (preferred)
- Two to four years insurance/financial services experience needed
- Experience working in a client services environment
- Life, Accident, and Health licensed (preferred)
- Series 6 and 63 licensed (preferred)

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