



Job Description

Client Service Manager

Summary

The Client Service Manager ('CSM') will support Santa Fe Advisors ('SFA') partners and staff by performing a broad range of functions required to service and grow our client base. CSM will be a conscientious, professional and motivated individual who works effectively and efficiently in both an autonomous support role and team environment. Responsibilities will include (but not be limited to) client service, client account opening, relationship manager support, marketing support and research, record keeping, compliance support, trade review, vendor relations, and special projects. The range of responsibilities is broad and may change over time as business conditions and SFA's needs change. The CSM will be a core member of a small entrepreneurial team, and is expected to be flexible and adaptable, as the team's business priorities require.

Primary Responsibilities

This is intended to be a representative, but not comprehensive, list of the position's responsibilities.

CRM Management and Maintenance

The CSM will have primary responsibility for operation, maintenance and development of the customer relationship management software for SFA. CSM will develop processes and procedures to monitor consistent records creation and to maximize the utility of the software.

Website Management and Development

The CSM will have primary responsibility for maintenance and development of the SFA website, commensurate with training provided. This includes archiving in accordance with SFA compliance policies.

Client Acquisition Support and Existing Client Service

The CSM will efficiently and accurately prepare all documentation required to onboard new clients and will work towards becoming an expert in guiding new clients seamlessly through the onboarding process in a professional manner. The CSM will provide service to existing clients (including money transfers, securities transfers, new account openings, administrative account maintenance, etc.) while building our client relationship and reinforcing SFA's strong reputation for integrity and excellence in client service.

Relationship Manager Support

The CSM will support relationship managers in their interactions with clients, including preparation of client meeting materials, institutional proposals (RFPs), performance reports, etc.



Marketing Support

Responsibilities will include prospect research and tracking, event planning and management, and creative contributions to marketing strategies. CSM will not be expected to win significant new client business but will be expected to be additive to SFA's marketing success via other means including website improvement and idea generation. CSM will develop the ability to clearly articulate SFA's value proposition, cultural differentiators, and current views on markets and risk. Be informed of current market and geopolitical events. Build thorough knowledge of the performance reporting software used by SFA and will have primary responsibility for management of the quarterly client performance reports process. CSM will support the implementation of tactical portfolio changes across the relevant business functions and reports.

Compliance

CSM will learn industry and SFA compliance requirements and will work with the CCO and Operations Manager as required to keep policies and procedures current, to support compliance within the firm, and to produce compliance reports as required. CSM will assist in the event of a regulatory audit as required. CSM will prepare various reports for the monthly oversight committee meetings.

Other

CSM will assist in special projects as required. CSM will act with the highest integrity and ethical standards and will represent SFA effectively and positively in the community at all times. CSM will always act in a manner that puts clients' best interests first and will be a trusted partner to other members of the SFA team. CSM will be active in the community and strive to build relationships that will grow SFA's reputation and business.

Preferred Background and Skills

- relevant finance and/or client service related experience
- strong problem solving skills
- strong technology and trouble shooting skills, including familiarity with Microsoft Office suite of products including Excel, Word, Outlook and PowerPoint
- familiarity with web site maintenance or willingness to learn
- strong desire to grow a business and work in an entrepreneurial environment
- excellent verbal and written communication skills
- strong ability to work with colleagues to build a successful team
- attention to detail
- project management; ability to handle multiple tasks while meeting deadlines
- professionally curious and goal oriented