creativeOne WEALTH

Title: Advisor Services Associate
Department: Wealth Operations
Reports to: Manager, Wealth Operations
Status: Full-time, Non-exempt

Position Summary

The Advisor Services Associate provides frontline support to advisors and their offices by ensuring timely and accurate document processing while delivering responsive, professional service through email and phone channels. This role is critical to maintaining service standards and supporting advisor workflows through consistent execution and clear communication. The ideal candidate is detail-oriented, organized, and service-driven, with the ability to manage multiple requests in a fast-paced operations environment.

Key Responsibilities

Document Processing & Submissions

- Review, process and submit advisor documents accurately and within established service-level timelines
- Ensure all submissions meet internal requirements and compliance standards prior to processing
- Track document status and follow up as needed to ensure completion
- Maintain organized and accurate records within internal systems

Advisor Support – Email & Phone

- Respond to advisor inquiries via email in a timely, professional, and solutions-oriented manner
- Field advisor questions through the phone queue, providing clear guidance or escalating issues when appropriate
- Serve as a reliable first point of contact for common advisor service requests
- Communicate expectations, next steps, and resolutions clearly to advisors
- Troubleshoot and resolve service issues by working directly with custodians, advisors, and internal team members
- Serve as a liaison between advisors and custodians, including Charles Schwab and Fidelity

Service Quality & Collaboration

- Provide consistent, high-quality service aligned with firm standards
- Partner with team members and internal departments to resolve advisor needs
- Identify recurring issues or process gaps and escalate trends to leadership
- Contribute to a positive advisor experience through accuracy, responsiveness, and follow-through

Critical Skills Sought

- Strong attention to detail with the ability to manage repetitive, deadline-driven tasks
- Clear written and verbal communication skills
- Comfort working in a high-volume service environment
- Time management and prioritization
- Ability to learn financial services processes and systems
- Professional demeanor with a client-service mindset
- Team-oriented with a positive, service-focused attitude

Skills and Knowledge

- 2+ years of experience in client service, administrative support, operations, processing, or financial services (RIA/TAMP experience preferred)
- Experience working in a deadline-driven, high-volume environment
- Strong organizational and problem-solving skills with the ability to work autonomously
- Exceptional attention to detail with a proven track record of accuracy
- Prior experience working with a large custodian preferred (e.g., Charles Schwab, Fidelity, TD Ameritrade, Pershing)

This description covers the major purpose and major functions of the job. It is not intended to give all details or a step by step account of the way each task is to be performed. Employees may receive other job-related instructions and be required to perform other job related duties requested by their supervisor. All requirements are subject to possible modification to provide reasonable accommodation to qualified individuals with disabilities.

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