



Title: Chief Operating Officer

Department: CreativeOne Wealth

Reports To: President – CreativeOne Wealth

Location: Overland Park, KS (Onsite role)

Status: Full Time, Exempt

Elevate Your Career at CreativeOne!

Looking for a dynamic and rewarding career in financial services? Join us at CreativeOne, where we blend collaboration, innovation, and excellence to forge a path in the financial services industry. We pride ourselves on being a nationally recognized leader, devoted to empowering independent financial advisors with superior services.

We're Building a Better Financial Future, Together

We take immense pride in our work and are in search of like-minded individuals who are eager to make a significant impact. If you are ready to be a part of a team that's shaping the future of financial services, we would love to hear from you.

Position Summary

CreativeOne Wealth, a growing company, is looking for someone to be the right-hand person to our President. We're searching for a **Chief Operating Officer** (COO) who has strong leadership skills and the ability to approach business with a creative point of view. The COO will lead our team of high-performing professionals to be efficient, productive, and effective.

The ideal candidate has extensive experience within our industry and understands the developing and implementing of operational strategies that align with the company's goals. We believe this trajectory helps a person develop a unique mix of business and management expertise, plus proficiency with the practices, policies, and procedures of our industry.

Objectives of this role

- Collaborate with President in setting and driving organizational vision, operations strategy, service standards and hiring levels.
- Translate strategy into actionable steps for growth, implementing organization-wide goal setting, performance management, and annual operations planning.
- Oversee company operations and employee productivity, building a highly inclusive culture that ensures team members can thrive and that organizational goals are met.
- Ensure effective recruiting, onboarding, professional development, performance management, and retention.
- Ensure compliance with national and local business regulations and take appropriate action when necessary.

Responsibilities

- **Operational Leadership:** Oversee daily operations, ensuring efficiency and effectiveness across all departments. Includes Account Opening and Maintenance, Operational Staff's Service Standards, Advisory Billing, Trading, and Transitions. Analyze internal operations and identify areas for process enhancement.
- **Strategic Planning:** Collaborate with the Executive team to develop and implement strategic plans. Concentrating on growth and profitability of the RIA.
- **Compliance:** Ensure all operations comply with regulatory requirements and industry standards.
- **Financial Management:** Oversee budgeting, forecasting, and financial reporting to ensure the company achieves targets for growth and profitability.
- **Team Management:** Lead, mentor, and develop department leaders and their teams.
- **Client Relations:** Build and maintain relationships with key clients, partners, and stakeholders.
- **Risk Management:** Identify and mitigate operational risks.
- **Technology Integration:** Oversee the implementation of technology solutions to improve operational efficiency.
- **Ability to work with reps, vendors, and clients in a professional manner, negotiate contracts, monitor updates, and implement systems and processes to ensure the operations efficiency and excellence.**

Preferred skills and qualifications

- Bachelor's degree in business, accounting, or a related field
- **Work Experience:** 10+ years in a senior operational role of an RIA, including Broker-Dealer experience, with at least 5 years' management experience.
- Ability to prioritize tasks and work well under pressure in a fast-paced environment, with the ability to pivot when firm priorities change.
- Must be service and team oriented with a desire to make a difference as part of a fast-growing independent registered investment advisor.
- Knowledge of SEC, FINRA, and state regulations
- Excellent leadership skills, with steadfast resolve and personal integrity
- Aptitude for building relationships and ability to communicate complex issues to a wide array of internal clients with differing levels of product experience.
- Series 65 or 7
- Knowledge of Portfolio Accounting, Billing, and Trading solutions (e.g., Orion, Tamarac, etc.)
- Knowledge of operations of Charles Schwab and Fidelity Institutional
- Operational knowledge of RIA and providing service and support to Investment Advisors
- Proficient in Microsoft Office Suite

CreativeOne Core Values

- *Provide Unreasonably Excellent Service*
- *Love What We Do*
- *Act With Integrity*
- *Collaborate Courageously*
- *Evolve With Purpose*

About CreativeOne

CreativeOne is an industry-leading marketing and consulting firm that helps independent financial advisors grow their businesses. We combine deep financial expertise with full-service creative and media capabilities, delivering tailored marketing that drives measurable growth. With over 40 years of

innovation behind us, we're building the next generation of advisor marketing—and we're looking for top talent to help lead the way.

About CreativeOne Wealth

CreativeOne Wealth is an SEC-Registered Investment Advisory firm that delivers an advisor-centric experience, empowering financial firms across the U.S. CreativeOne Wealth's vertically integrated wealth management services coupled with industry-leading marketing helps entrepreneurial wealth managers navigate increasingly dynamic and complex needs.

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.

CreativeOne provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Our company does not currently sponsor employment visas. Applicants must be authorized to work for any employer in the U.S.