Concorde

Advisory Support Specialist

JOB DESCRIPTION: The Advisory Support Specialist team member provides our field offices with a smooth experience from transition, training, new business, and problem-solving utilizing team communication and the resources available.

Roles and Responsibilities:

- Consistently meet expectations by displaying courtesy and sensitivity. Respond thoroughly and accurately to inquiries from field offices and home office staff. Display a commitment to excellence to our field offices and home office staff by quick turn-around of the request.
- Supports a team environment by putting the success of the team above own self-interests, being open and objective when considering others' views, offering assistance and support to co-workers, working cooperatively in group situations, and continually contributing to a positive team spirit.
- Assisting with review of Advisory – Promotor, Sub-Advisor, and other platform agreements.
- Maintain the expertise/skills required to accurately process a wide range of requests for multiple lines of businesses maintained on a variety of operating systems.
- Display initiative by volunteering for projects or special assignments, proactively obtaining or providing help or training when needed, confronting difficult situations, and using negotiating skills to resolve conflict.
- Promote company core values and support company standards.
- Identify and react to a vast variety of day-to-day issues that will affect the company in many ways, both financially and logistically.
- Outreach to field offices to build relationships and ensure new business expectations and submissions are being met.
- Train offices nationwide to access and use the firm's new business and transition systems.
- Work collaboratively across departments to facilitate new business and problem resolution.
- Data entry and general incoming calls on an as-needed basis.

Abilities Required:

- Series 65 or 66; Series 7 preferred
- Knowledge of the Advisory field, such as Billing, 13F Filings, SEC and state regulations.
- 2 years of financial industry experience, with a focus on operations and business processes.
- Familiar with custodians Schwab and Pershing.
- Experience with Envestnet is a plus.
- Ability to work with reps, vendors, and clients in a professional manner.

- Must be service and team oriented with a desire to make a difference as part of a fast-growing independent broker dealer and registered investment advisor.
- Effective decision-making skills.
- Strong verbal and written communication abilities.
- Latitude and creativity for the role to evolve as needed.
- Work independently as well as collaboratively within a team environment.
- Must possess a service-oriented nature, excellent human relations skills, and a solid work ethic with a positive attitude.
- Take ownership and hold themselves accountable for delivering results that matter.
- Forward-thinking, quick learner, self-starter looking to work in a fast-paced and risk-oriented environment.
- Ability to prioritize tasks and work well under pressure in a fast-paced and risk-oriented environment, with the ability to pivot when firm priorities change.
- Cultivate and maintain positive relationships with clients and internal associates alike.
- Communicate well verbally and in writing.
- Typing and advanced attention to detail.