

Client Service Associate

Firm Description and Opportunity:

Prime Quadrant is an investment research and consulting firm that empowers family offices and ultra-high net worth investors to make better investment decisions. We are trusted advisors to over 100 families across the country with over \$15 billion in Assets under Consultation. *

Our culture is best described by what we call the Prime Quadrant PATH – we are Purposeful, Authentic, Tenacious and Humble. We love the work that we are privileged to do, the wonderful group of clients we are fortunate to serve and the exceptional team we have assembled. We have been on a strong growth trajectory for several years and are looking for a talented person with aligned values to join our team.

We are currently seeking a highly organized self-starter to join our growing team as a Client Service Associate. In this role, the successful candidate will report to the firm's Director of Client Satisfaction and coordinate with Prime Quadrant's clients on investment subscription, redemption, and internal Know-Your-Client (KYC) documentation. The Client Service Associate will work closely and in collaboration with Prime Quadrant's Team Members across Consulting, Operations and Compliance.

Primary Responsibilities:

Client Record Keeping

- Maintain up-to-date client records in the firm's client reporting and relationship management database.
- Prepare, coordinate and facilitate completion of compliance and KYC records for new and existing clients.
- Coordinate with Consulting Team Members to track important client life milestones and gestures that improve the client experience.

Client Trade Execution

- Prepare required documents for client trades, such as subscription agreements, redemption forms and account-opening forms.
- Regularly liaise with clients to coordinate account set-up and trades, including wire transfers.
- Troubleshoot with Consulting Team Members as required on client trade execution.

Support of Director of Client Satisfaction

- Assist the Director of Client Satisfaction and Consulting Team Members with onboarding new clients.

- Provide support for Prime Quadrant's client events and annual client survey.
- Recommend process changes and enhancements to the Executive as a key member of the Prime Quadrant Team.

Qualifications:

- University degree or college diploma with knowledge or interest in financial services.
- 5+ years of related work experience.
- Previous client service experience with Ultra-High-Net-Worth and/or Institutional Investors.
- Prior experience with AML and KYC is an asset.
- Demonstrated skill managing Client Relationship Management (CRM) databases would be a distinct advantage (but is not required).
- Excellent verbal and written communication skills, with fluency in English.

Key Attributes:

- Strong Microsoft Office fluency (Excel, Word, OneNote, Teams).
- Proven client service orientation – you get energy from helping people.
- High degree of accuracy, organization, timeliness, and a strong detail orientation.
- Ability to prioritize and multi-task in a fast-paced work environment.
- Able to work well within a team environment and in a collaborative manner.
- Flexible to work early or late on occasion and as needed.
- Very strong process-orientation and ability to follow through on commitments.
- Can handle complex issues and escalate as needed with a sense of urgency.

Compensation:

- Industry-competitive salary with a performance-based bonus structure.
- Health benefits via participation in the firm's health spending account.
- Financial support for continued education.
- Three weeks' vacation.
- Career advancement with demonstrated performance.

*For many of our clients, we provide consulting services for all of their assets and use the Assets Under Consultation metric of measurement as we believe we have an impact on all assets held by clients whether or not we directly introduced those assets to them or not. Assets Under Consultation is different from the more traditional Assets Under Management metric of measurement.

*Prime Quadrant Corp is committed to fair and accessible employment practices and we are committed to providing accommodations for persons with disabilities. If you require accommodations in order to apply for any job opportunities, or require this posting in an additional format, please contact us at careers@primequadrant.com or call 647-749-4118 **If you are contacted by Prime Quadrant Corp** regarding a job opportunity or testing and require accommodation in any stage of the recruitment process, please use the above contact information. We will work with all applicants to determine appropriate accommodation for individual accessibility needs.*