



Camp Wilcox Gennusa Group

of 211 Wealth Management

Job Description

Senior Client Associate

Summary

The Camp Wilcox Gennusa Group of 211 Wealth Management, LLC provides personalized wealth management and financial guidance to help individuals and families grow, preserve, and transition wealth across generations. The Senior Client Associate works closely with Financial Advisors, clients, and team members to deliver high-quality service while supporting account administration, operational workflows, and team execution. Learn more about 211 Wealth Management, LLC (part of Wells Fargo Advisors Financial Network) here: [Home | 211 Wealth Management](#).

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This position is not restricted to the responsibilities below, and the job scope and responsibilities are subject to change.

- **Office Administration & Client Support**
 - Serve as a professional first point of contact for clients, visitors, and callers; provide phone coverage and support a positive office experience. Offer concise, timely written correspondence to all inquiries.
 - Schedule appointments and Teams calls for new, prospective, and existing clients; prepare meeting materials and follow-up items.
 - Execute administrative functions for Financial Advisors and office management, including but not limited to supply ordering and organized office workflows.
- **Account Opening, Maintenance & Documentation**
 - Establish, service, and maintain client accounts by preparing forms, researching account inquiries or issues, and coordinating required documentation.
 - Coordinate new account opening and maintenance for individual, joint, IRA, trust, entity, Priority Credit Line, managed, turnkey, and custom allocation accounts.
 - Process account updates, including address changes, Transfer on Death setup, beneficiary forms, Power of Attorney setup, statement/online nicknaming, and householding.
 - Support annuity appointment/agent-of-record updates, annuity income elections, and 529 account opening and maintenance.
 - Support multi-generation waiver workflows and related follow-up.
- **Money Movement, Transfers & Distribution Support**
 - Prepare and coordinate ACH setup and service requests, wire transfer requests, systematic distribution updates, IRA/529 distributions, and RMD tracking.
 - Coordinate ACAT transfers and other time-sensitive transfer workflows while ensuring timely processing and clear communication with clients and the team.
- **Investment Operations & Trading Support**
 - Support managed-account workflows, including selling or adding to managed accounts and assisting with UMA, FundSource, and Allocation Advisors processes.
 - Support tax-loss harvesting, dollar-cost averaging tracking, and other approved investment-related operational tasks.
 - Assist with alternative investment implementation, retitling existing assets to trusts, and liquidation workflows, as applicable.
- **Estate, Beneficiary & Complex Client Workflows**
 - Support death claim and estate-related workflows, including beneficiary IRAs, trusts, estate accounts, date-of-death valuation requests, step-up in valuation requests, and annuity death claims.
 - Handle complex client matters with seasoned judgment, professionalism, accuracy, and discretion.
- **Compliance and Licensing Processing**
 - Follow applicable FiNet and office compliance processes for daily mail, check handling, scanning, imaging, document routing, and third-party document approvals.
 - Support licensing and insurance CE tracking for Financial Advisors.
 - Maintain files and records necessary to meet regulatory, filing, and recordkeeping requirements.
- **Marketing Support**
 - Coordinate administrative and client communication support, including referral tracking, marketing campaigns, newsletter mailings, email distributions, periodic announcements, annual holiday gifts and birthday cards.
- **General**
 - Provide systems support, process guidance, and training as needed.

- Review tasks for timely and accurate completion; maintain follow-through, communicate status, and assist with other requests as needed.
- Use Client Associate experience to anticipate and resolve client or business issues; serve as a subject matter resource for colleagues.
- Participate in daily operations coordination; identify next steps, escalate issues when appropriate, and provide status updates until resolution.
- Other requests as needed.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Leadership** – Demonstrates initiative and enthusiasm. Conveys a positive attitude. Inspires others through example. Generates trust and protects Firm interest.
- **Teaming** – Supports and encourages other team members. Actively seeks input from others. Invests in success of entire team.
- **Interpersonal Skills** – Engaging, approachable, self-assured. Maintains positive relationships with peers and clients. Displays a high level of business maturity and professionalism.
- **Analysis/Decision Making** – Demonstrates understanding of overall problem and steps required to solve it. Demonstrates accuracy, thoroughness, and superior attention to detail. Willing to question own output. Goes beyond the obvious; intellectually curious.
- **Results Orientation** – Sets a very high personal bar for work product. Resourceful, tenacious, enthusiastic, and exhaustive when approaching problems. Takes ownership of driving work forward and follows projects through to completion.
- **Self-Management** – Comfortable setting direction with some assistance. Seeks and acts on feedback for self-development. Takes accountability for mistakes.
- **Communication** – Uses articulate and concise wording in written communications. Proofreads to ensure accuracy. Persuades on the basis of facts and reason.
- **Client Service** – Displays a can-do attitude. Builds a brand of dependability and trust. Sets appropriate expectations. Provides updates on status of work on a regular basis.
- **Planning & Organization** – Consistently hits deadlines. Organizes, multi-tasks, and appropriately prioritizes to fulfill requests with both long- and short-term response requirements. Leverages available resources to efficiently complete work.
- **Business Acumen** – Demonstrates expertise in essential duties and responsibilities. Takes into account links between own work and work of others. Seeks opportunities to learn about Firm and industry.

Required Qualifications

- 4+ years of brokerage and client services experience, or equivalent demonstrated through one or a combination of the following: work experience, training, military experience, or education.
- Intermediate proficiency with Microsoft Office, including Word, Excel, Outlook, and PowerPoint.
- Audit, compliance, or regulatory experience is a plus.

Send inquiries to lisa.diehl@wfafinet.com

211 Management Company, LLC is an Equal Opportunity Employer.