# BALENTINE - CLIENT SERVICE ASSOCIATE (CSA)

Balentine LLC, is a Registered Investment Advisor with a history of over 30 years of experience providing un-conflicted wealth management services to high net worth, endowment & foundation, and family office clientele. Based in Atlanta, Georgia, with offices in North Carolina and a presence in Tennessee as well, Balentine is an independent, employee-owned firm serving the investment and risk management needs of a sophisticated group of clients. At present, Balentine is comprised of approximately 30 individuals collectively working on an asset base of over $2.5 BB with significant growth potential beyond its present foundation for clientele with liquid assets in excess of $5MM.

The firm has been at the forefront of the move toward fee-based rather than transaction-based advisory services as well as a proponent of the open architecture investment solutions across all asset classes on a fully discretionary basis. There is a deeply rooted belief that this approach is the only way to provide completely objective and unbiased investment advice. The firm's independence - combined with the fact that its partners and employees have substantial personal assets invested with the same managers and on the same terms as clients - provides stability and the proper alignment of interests. A holistic approach to each client's total balance sheet is taken so that investments may be tailored to achieve the appropriate risk-adjusted return.

Since its original founding as Balentine & Co. in 1987, integrity, exceptional client service, and investment excellence have been hallmarks of the firm. These principles were carried forward when the firm became part of Wilmington Trust in 2002, and remain the foundation for the firm re-established in 2010 and once again independent Balentine LLC, which brings together a cohesive team of professionals with years of previous experience working together. The firm is actively seeking to grow its business and recruit like-minded professionals to assist in its expansion.

# POSITION

Balentine is currently looking for an individual to serve as a Client Service Associate (CSA) in its Raleigh, North Carolina office. This CSA will work with the Relationship Managers in the Raleigh office in order to facilitate an exceptional client experience. This role ultimately reports to the Client Service Manager.

A number of duties traditionally associated with comparable roles in the investment management industry will not be required. Specifically, the CSA will not be tasked with client hosting, account opening paperwork, and other administrative duties. We are seeking an individual who is interested in an analytical role that sits at the crossroads of investments and operations.

# Summary

In this non-traditional role, the CSA will need to anticipate the individual needs of the RMs and clients, and proactively provide creative solutions with minimal instructions based on industry experience and Balentine's distinctive approach to investing. Additionally, it is important that the CSA be comfortable asserting his- or herself internally as required to facilitate progress. The ideal candidate is someone who will take ownership of each relationship and who will value efficacy and service equally.

The successful candidate will demonstrate the ability to complete the following:

# OUTCOMES

The success of the CSA is demonstrated by the ability to achieve the following results:

## Client Service

1) Provide same-day responses to client requests
2) Demonstrate operational proficiency of Balentine technology systems by processing correctly daily business items and the ad-hoc research needs within the client-dictated time frames. This includes:
    a. Money Management – Wires, ACH's, journals, dividend reinvestment
    b. Coordinate Document Production – Letters of authorization, new account and transfer paperwork
    c. Interoffice Requests – Performance reporting coordination and investment implementation plans

3) Track, monitor, and distribute without error and on time, all tax documents and other requests made by the client's personal advisory team, such as CPA or family office staff

### Relationship Manager Support

1) Take ownership of communications and responses needed from RM's by presenting solutions and plans with minimal input
2) Complete and respond to RM requests within communicated deadlines and communicate proactively in the event of missing a deadline
3) Schedule and run "pre-brief" meetings prior to all client meetings to ensure the RM is prepared for the meeting
4) Show comprehensive understanding of client-based knowledge by being able to retain and recall critical information, such as family dynamics, hot button issues, investing idiosyncrasies, spending requirements, and fee structure, in accordance with the RM's needs

### Portfolio Administration

1) Follow established monitoring activities to proactively assess a situation based on specific client knowledge and discern when some action is required in order to prevent avoidable costs to the client
2) Correctly complete all trading duties, both day-to-day trade tickets and periodic rebalance tasks
3) Make evident an in-depth understanding of Balentine's investment strategies by correctly and appropriately constructing and implementing client investment plans
4) Stay compliant with both Balentine policy and regulatory requirements
5) Meet all Alternatives Investments funding deadlines

## COMPETENCIES

Balentine is an innovative and entrepreneurial organization that functions as a single team dedicated to outstanding client service and investment excellence. To continue our culture of excellence, we have defined the following competencies necessary for this position:

- Self-Motivated and Effective
  - *Ability to self-manage tasks and time, prioritize, and work hard both individually and collaboratively*

- *Ability to propose solutions, solve problems and achieve results regardless of situation and with minimal initial guidance*

- Assertive and Confident
  - *Ability to take a stand without being abrasive*
  - *Ability to "manage up" and call attention to items that may not be the RM's primary focus but are nonetheless critical pieces of business*
- Flexible and Adaptable
  - *Is unperturbed by changing priorities; is capable of shifting concentrations throughout the day*
- Calm Under Pressure / Unflappable
  - *Ability to respond calmly and maintain performance standards in a fast-paced environment*
- Excellent Communicator
  - *Ability to communicate effectively and succinctly in a most professional manner in both oral and written formats;*
  - *Ability to understand what is being asked of you and the ability to communicate your requests with many different personalities and through various methods (verbally, email, etc.)*
- Micro/Macro Flexibility
  - Ability to prioritize and complete at the task level while keeping in mind big picture

### Qualifications

- Proficient MS Office Suite skills and standard office practices and procedures a must
- Demonstrated prior experience in wealth management or a comparable financial field
- Appropriate professional designations desirable
- Excel expertise desired
- B.A. degree preferred
- Experience with Salesforce, Box, Black Diamond, and Pershing/NetX360 a plus

## Compensation

A competitive compensation package will be offered including an attractive base salary, a performance-driven bonus, and benefits.

If interested, please send a cover letter and resume via email to employment@balentine.com. Please include your full name and the phrase "Client Service Associate – Raleigh" in the subject heading.