

BALENTINE – CLIENT ADMINISTRATIVE ASSOCIATE (CAA)

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 Administrative Associate (CAA) in its Raleigh, North Carolina office. This CAA will work with all members of the Raleigh Team as well as serve as liaison to the Atlanta office with regards to all administrative responsibilities.

Summary

The role of the Client Administrative Assistant (CAA) is to ensure that, by staying organized and working diligently to provide support in the key administrative areas, the Relationship Managers (RM) are able to focus and maximize productivity within their own roles. The CAA will primarily support the Relationship Managers in the office by assuming responsibility for calendar management, travel coordination, technology troubleshooting and resolution, meeting and event preparation, and ad-hoc follow-up such as completing expenses and tracking action items.

The challenges of this job are found in the reactive nature of a fluctuating workload and the competing requests from multiple sources. The successful candidate will ultimately be able to seamlessly juggle many, often conflicting, priorities and communicate effectively and efficiently with everyone.

The success of the CAA will have a direct impact on the client's experience with Balentine which ultimately contributes to client retention levels. Therefore, it is of the utmost importance that the CAA approach this role in the most professional manner possible by maintaining immaculate records, adhering to established deadlines and planning for unexpected needs by being organized and prepared at all times.

Outcomes

The successful candidate is one who can provide unparalleled support as demonstrated by the ability to complete the following in an intense and high stakes environment:

Meeting Coordination and Preparation

- 1) Meet all RM-specified due dates for preparing and proofing materials for regular and ad hoc meetings including the production and binding of all quarterly reporting and financial planning documentation as requested
- 2) Manage coordination of all internal team meetings by seeking attendee input and circulating meeting materials, including agendas, at least 72 hours prior to each meeting
- 3) Communicate with clients and Balentine executives to setup all meetings in the requested timeframe, including travel arrangements and reservations, taking into consideration all attendees' travelling and scheduling confines

- 4) Prepare and restore conference rooms before and after in-house meetings, including coordinate and setup of any technology-related requirements such as video and telephone conferencing

Record Keeping

- 1) Within two months of hire, consistently meet established firm guidelines for submitting Expense Reports on behalf of RM's, including AMEX charges
- 2) Demonstrate in-depth understanding of Balentine technologies by inputting and maintaining correct records in Balentine's Client Relationship Management system, Salesforce
- 3) Demonstrate in-depth understanding of Balentine's file management system, Box, by accurately following standard nomenclature and filing guidelines

Office Management

- 1) Answer all calls within three rings
- 2) Be present to greet guests and respond to any needs such as beverages, parking passes, WiFi passwords, etc.
- 3) Coordinate technology training, setup, and issue resolution as needed
- 4) Develop and maintain an appropriate inventory of office supplies, reordering as needed
- 5) Contribute to expense management by identifying and choosing cost effective printing and mailing options
- 6) Serve as liaison with the Atlanta Office Manager to address any inter-office proceedings
- 7) Liaise with the Atlanta CAA and the Marketing Team to process mass mailings such as market commentary
- 8) Respond to office ad-hoc needs such as errands to the post office or dropping off documents

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:

❖ Passion

- *Demonstrable, genuine enthusiasm towards both the investment industry and Balentine*

❖ Flexible and Adaptable

- *Is unperturbed by changing priorities and conditions; is capable of shifting concentrations*

throughout the day

- ❖ Calm Under Pressure / Unflappable
 - *Ability to respond calmly and maintain high performance standards in an intense and extremely high stakes environment*
- ❖ High Standards / Attention to Detail
 - *Taking pride in what you deliver; including staying late at times to finish work*
 - *Not allowing important aspects of work to slip through the cracks or go unattended*
- ❖ Preparedness and Proactivity
 - *Ability to stay organized in order to anticipate and meet the needs of the team*
 - *Willingness to identify and complete additional work where needed and in slower-paced times*
- ❖ Communication Skills including Listening
 - *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.)*
- ❖ Team-Oriented and Friendly
 - *The ability and desire to contribute to a supportive and collaborative environment*
 - *The ability and desire to have a positive impact on the people around you*

Qualifications

- ❖ Proficient knowledge of MS Office Suite and standard office administrative practices and procedures a must
- ❖ 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-based bonus, and benefits.

If interested, please send a cover letter and resume via email to employment@balentine.com. Please title the Subject Heading: Balentine Client Administrative Associate Opportunity – *YOUR NAME*