Client Services Analyst

Athena Capital Advisors LLC -- Lincoln, MA

Job Title: Client Services Analyst
Location: Lincoln, MA
Full/Part Time: Full FTE
Regular/Temporary: Regular

Description:

Athena Capital Advisors LLC ("Athena" or the "Company") is seeking a Client Services Analyst to join its Client Services Team and to be an integral member of the Company. This person will oversee operational and administrative aspects of a client relationship, including but not limited to account administration, money movement, alternative investment administration, mutual fund trading and trade allocation, preparing for and attending client meetings, strengthening client relationships in conjunction with portfolio advisors (PA) through calls and e-mail communication. The ideal candidate will manage a broad variety of tasks and have excellent interpersonal, organizational and time management skills. Displaying solid judgment and best practices are essential to this position. This is an excellent opportunity for those interested in pursuing a career with a dynamic and collaborative firm and performing a broad range of responsibilities.

Our Company:

Athena provides investment management, research and related services to high net worth individuals, endowments and institutions. Athena has a strong culture and seeks individuals who represent our core values of Excellence, Passion, Integrity and Caring (EPIC). For additional information on Athena, please visit www.athenacapital.com.

Job Duties and Responsibilities:

- Account Administration
    - Oversee the opening/closing bank & brokerage accounts
    - Cost basis acquisition for positions moving into new or existing accounts

- Client Onboarding
    - Along with PA, responsible for making sure overall onboarding process runs smoothly and all appropriate information is gathered and disseminated to the proper group within Athena
        - Oversee account openings at new custodian
        - Confirm all cost basis information is received
        - Oversee account transfer (ACAT) process and confirm all assets are received upon completion of the transfer
        - Oversee Alternative Investment onboarding including completion of LOAs to introduce ACA and obtain access to investment-related information

- Cashiering/Money Movement
    - Initiate/monitor cash wire requests

    - Initiate/monitor securities transfers
        - Update cost basis as needed in conjunction with operations administrator

- Alternative Investments
    - Oversee completion of subscription materials
    - Coordinate signatures with client
    - Provide completed/signed documents & requested background documentation to fund in conjunction with operations administrator
    - Fund investment (for hedge funds)
    - Oversee capital call management (for private equity and private real estate funds)
    - Oversee ongoing maintenance of HF/PE/RE investments
        - Completion of New Issues forms, FINRA forms, etc. as necessary

- Internal/Management reporting
    - Provide money movement packets to operations administrator in a timely fashion
    - Prepare ad hoc internal reports as appropriate
        - Especially relevant in the onboarding phase

- Mutual Fund Trading
    - Enter/check mutual fund trades before end of trading day
    - Make sure PAs or APAs have completed trade tickets

- Problem Resolution/Ad Hoc Requests
    - Solve problems with custodians/fund companies/administrators as they arise
    - QA checks on other team members work
    - Prepare responses or gather data to respond to client/accountant/advisor requests

- Client Interaction/Relationship Management
    - Appropriately respond to client requests, questions or issues in a timely fashion as needed

- Compliance and Regulatory Requests
    - Assist compliance department with regulatory requests as it relates to regulatory filings and policies and procedures

- Be a Team Player
    - Assist other operations team members and/or PAs/APAs as deadlines approach to make sure client deliverables are completed correctly and on time

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Qualifications:

- Bachelor's degree (preferably Business Administration) or equivalent work experience
- Minimum of 2 years work experience in a client service role within the finance industry, preferably at a brokerage firm or RIA
- Must be a team player with effective time management skills and the ability to multi-task
- Ability to work independently with minimal guidance, as well as work effectively with other departments within the firm
- Proficiency with SEC regulations and filings for RIA (i.e. 13F filing, custody audit and ADV filing)
- Solid organizational skills
- Proficiency in Microsoft Office products (Excel, Word, PowerPoint, etc.)
- Excellent attention to detail
- Strong communication skills, both written and verbal

The qualifications listed will assist in defining the career path at Athena and will be considered in combination with the employee's specific job description and performance reviews from senior managers.

Compensation:

- Salary will be determined based on skills and experience. The Client Services Analyst will also be eligible for a discretionary bonus.

Benefits:

- Medical, dental and vision insurance.
- Short-term and long-term disability insurance.
- 401(k) plan with matching contributions.
- Tuition reimbursement.

Athena Capital Advisors LLC is an equal opportunity employer and affords equal opportunity to all applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status, sexual orientation or any other status protected under local, state or federal laws. Successful candidates must be able to work in the U.S. for other than practical training. Nothing in this job posting should be construed as an offer or guarantee of employment.