Director | Client Services

Location: Santa Barbara, CA (Los Angeles)
Job Type: Permanent Full Time
Area of Interest: Private Client
Web Site: **www.onecapital.com**

Company Description: One Capital Management, LLC ("OCM") is a leading global wealth management firm that offers diversified wealth management services to private clients, endowments and foundations, investment companies and institutions in the U.S. and Canada. OCM is well-positioned to tailor wealth management solutions for its clients through its wealth forecasting group and integrated investment management service.

- Global depth and resources.
- Fiduciary guidance - the firm is structured to always act in our client's best interest.
- Proprietary wealth management capabilities.
- Customized investment solutions delivered through our portfolio management group coupled with alternative investments integrated where appropriate.
- Over $5 Billion assets under management.

Position Description

The Client Services team of OCM is in search of a Director | Client Services to join our team in Santa Barbara, CA. Our Client Service team focuses on providing operational support to our clients and assisting our Advisors in managing their client relationships. The primary role for the Director / Client service in our Santa Barbara office is to support the Managing Director with his practice as well as help provide support for new advisors and their clients as the firm builds out our presence on the central coast. The Director | Client Services will play a key role in creating a simple and elegant service experience for our clients.

Specific responsibilities may include but not limited to:

- Service Client Accounts: Opening/closing accounts, manage cash flows, client reporting/due diligence, and timely response to client inquiries.
- Understanding all aspects of our client reporting software and the ability to audit reports.
- Understand the basic principles of asset allocation and the various investment strategies we utilize.
- Maintain Client Relationship Management (CRM) database with client information.
- Create client presentations and communications.
- Oversee servicing of client relationships as primary point of contact for inquiries related to account maintenance, cash management, distributions, and investment reporting.
- Work with the Managing Director, wealth advisors, financial planner, and internal departments to ensure client requests are executed within defined service level agreements (SLAs).
- Accountable for supervising, mentoring, training, and development of associates in the Santa Barbara office.
- Serve as local champion in technology adoption, process improvements, CRM data integrity and adoption, as well as represent central liaison between Santa Barbara office and HQ to

communicate key client service and operations initiatives to local support and advisory team.
- Develop and maintain trusted relationships with custodian partners, vendors, client professional contacts, and service providers.
- Should have a 'Can Do' attitude when requests are made in areas unknown to the candidate and be willing to take initiative in researching 'how' to use available software tools.

Job Requirements

- Bachelor's Degree required, preferably with a concentration in Business, Finance, Accounting, Economics, or related field.
- Ideal candidates will have a minimum of five years' experience working in investment advisory, asset management or a financial services company.
- Excellent verbal and written communication skills with the ability to develop and maintain strong relationships with clients, prospects, and team members across the organization.
- Strong organizational and accuracy skills with attention to detail are essential with the ability to re-prioritize on the fly and multi-task effectively in a fast-paced environment.
- Proficiency in using Microsoft Office (Outlook, Word, Excel, MS Access, Power Point, Adobe Acrobat). Experience with Tamarac Advisor View, CRM (Salesforce), and custodian websites (Schwab, Fidelity, Pershing, NBIN) is valuable.

Compensation & Benefits

- Salary range: $80,000.00 - $100,000.00
- Bonus
- Participation and coverage under the company health care plan
- Participation in the Company 401(k) Plan on first day of hire
- Reimbursement up to $75.00 a month for membership fees paid as part of the company Wellness Program
- Flexible and responsible unlimited paid time off (PTO)
- Company sponsorship in continuing education

Interested applicants should submit their resume to hiring@onecapital.com