MERISTEM FAMILY WEALTH

FAMILY BEYOND THE NUMBERS®

Meristem is a federally-registered investment advisory firm founded in 1999 with offices in Minnetonka, Naples, Scottsdale and a South Dakota based Trust Company. Meristem is a boutique firm with the scale and structure to serve multi-generational families in the management of their wealth and the development of their legacy. The firm is intentional about offering an alternative to working with large institutions. We place a high value on our independence. We focus on people first. As a service business, our people are our assets. Engaging our clients and employees is our highest priority.

POSITION SUMMARY: MANAGER, CLIENT SERVICE

Client Service team members build internal relationships with Client Advisor team members by partnering to understand client goals and objectives and educating, advising and servicing within the client teams. Client Service achieves this by providing the solutions to clients' onboarding, account management and operational needs. Successful Client Service team members thrive in a fast-paced work environment, requiring high level problem solving abilities and strong interpersonal communication skills. They put the clients' needs ahead of their own.

I. ESSENTIAL JOB FUNCTIONS AND DUTIES

To perform this job successfully, an individual must be able to perform each essential duty.

A. Client Service Responsibilities

- Proactively communicates and partners with the Client Advisory team to set proper expectations around clients' service needs
- Prepares account transactions, trades, deposits, withdrawals, RMDs, etc.
- Proactively partners with Client Advisory team to understand client requests, determines what needs to be done and communicates to the advisor or handles issue to resolution
- Manage and resolve client service problems; mentors and coaches team members

B. Client Onboarding

- Partners on complex prospect or new client paperwork and account set up around multiple types including but not limited to individual, trust, retirement, partnerships and corporate accounts
- Attends client onboarding meetings as/if needed to ensure documents are executed and accurately explained to the client
- Follows up on funds transfer from surrendering company
- Researches and follows up on any issues within the Client Service/Data Management teams and vendors or custodians
- Records incoming assets to the appropriate blotting tool

C. Operational Responsibilities
- Maintains client information in CRM and service databases
- Trades accounts across multiple platforms
- Maintain appropriate compliance standards; resource for other team members

D. COMPANY KNOWLEDGE
- Thorough knowledge of Meristem's mission and vision, understanding of Meristem's investment philosophy, policy, procedures, documentation and systems; mentors and coaches team members
- Demonstrates knowledge and independent judgement in executing within Meristem's Compliance Guidelines, operational processes and client relationship model
- Works proficiency with mutual funds, separately managed accounts, fixed income, stocks – including restricted, options, and alternative investments
- Ability to partner across internal departments to advance and execute on firm initiatives

E. Additional Responsibilities
- Partners with Meristem Trust Company regarding trust account setup, account activity and maintenance
- Facilitates pool investment documents
- Proactively educates, advises and services clients and client teams processes and initiatives
- Resource for Associate team members regarding developmental needs/opportunities
- Perform other job-related duties and/or special projects as required

Other duties *may be* assigned

II. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

A. The requirements listed below are representative of the knowledge, skill, and/or ability required in this job position.

- Understanding of account types, transfers, setup and retitling
- Strong with numbers, attentive to detail and accuracy
- Demonstrates initiative, analytical skills, and has passion for problem solving
- Resourceful, adaptive to change, and prioritize projects with the focus on the needs of the client
- Excellent oral and written communication skills as well as excellent interpersonal skills both one on one and within a team
- Enjoy a fast-paced environment and ability to deliver in a high energy/high pressure environment
- Ability to work independently without direct supervision
- Understands and complies with SEC and other company required rules and regulations
- Proficient with Microsoft Office software

B. Represent Meristem’s Core Values

- Client-first mentality
- Passion for the craft
- Humble
- Driven to succeed
- Collaborative and responsible
- Evolving and innovative

III. MINIMUM EDUCATION AND EXPERIENCE

- Bachelor’s or Associate Degree in Finance or related studies
- Minimum of three years of similar work experience in financial, professional services experience industry or related field
- Previous experience in an operational support role within the wealth advisory field is strongly preferred
- Knowledge of custodial institutional system preferred (Schwab, Fidelity, etc.)
- Salesforce software and DocuSign knowledge a plus

IV. PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing all duties of this job position, the employee must be able to work at least 8 hours per day, and must be able to communicate with the public. He or she is regularly required to sit; stand, bend from the waist, write, operate the computer and all office equipment, use the phone; speak intelligibly; and hear.

This job description is intended to describe the general nature and level of work being performed by employees assigned to this position. It is not intended to be an entire list of all activities, tasks and skills required of employees in this position.

DATE: March 2021
MANAGER, CLIENT SERVICE
Fulltime/non-exempt
Department: Client Service
Reports To: Client Service Team Manager
Job location: Minnetonka, MN

Signatures indicate agreement that this description accurately reflects job-related information.

____ ____________________________
Employee Date

____ ____________________________
Manager Date