

DVI

DAVID VAUGHAN INVESTMENTS

Client Services Associate

Peoria, Illinois

Do you want more than just a career move?

David Vaughan Investments, LLC is proud of its Associates. We are an exceptional team of people who are bright, creative and have a passion for what we do. Every day our focus is on providing the best client advice and service possible, and it's all accomplished within a team-based approach where trust, respect and integrity serve as its core. DVI is currently looking for an experienced ***Client Services Associate*** to join the team and provide immediate positive service to our clients. In this critical role, you have the primary responsibility for client support and will work closely with other DVI Associates to ensure that a comprehensive wealth management strategy is accomplished for our clients.

At DVI, we not only strive to provide the best level of client advice and service possible, but we look to provide a working environment that is attractive to our entire team. Consistent with our long-term client focus, we aim to attract and retain the best Associates possible and our benefits program is instrumental in this goal. We provide competitive salaries and bonus opportunities, a generous profit sharing 401(k) plan, health insurance, life insurance, short-term and long-term disability programs, and paid time off programs.

Responsibilities

- Provide service to clients professionally and respond to regular inquiries.
- Ensure Relationship Managers and Portfolio Managers are informed of details and activities associated with clients' transactions and accounts.
- Understand operating systems, processes and deadlines of key custodians. Learn and comply with all companies' procedures and policies.
- Perform routine clerical duties involved in processing new client files and prepare a variety of forms and reports as needed. Perform tasks related to the receipt, review and processing of official client documents and other clerical activities as needed.
- Convey potential problems promptly to respective management or Relationship Manager.
- Resolve customer complaints and inquiries in a timely manner.
- Identify and immediately communicate issues requiring instant elevation to Relationship Manager or management team member.
- Provide top level of discretion related to client and DVI confidential information.
- Ensure all suitable and required account documents are updated.
- Provide support professionally via telephone and thru email to respective Relationship Managers.
- Help clients to transfer funds and securities along with issuing checks as requested.

- Convey information about absent paperwork and securities along with unpaid funds to client.
- Work with custodial contacts to resolve client service issues in a timely manner.
- Oversee successful completion and documentation of activities in database.

Qualifications

- Bachelor's degree from a four-year college or university and three to five years related experience and/or training; or equivalent combination of education and experience preferred.
- Transferable experience in Financial Services, Legal and/or Banking is preferred.
- Strong interest in customer service-related areas.
- Should be able and willing to successfully complete the Series 65 license or similar certifications.

If you appreciate a work environment that truly lives its values, please review our [DVI Career Opportunities](#) and consider DVI as an employer that consistently provides "Quiet Quality".

About David Vaughan Investments

DVI is a team of 37 experienced investment professionals that provide asset management services and wealth management solutions to both high-net-worth individuals and institutional investors. For the past 45 years, DVI has employed a "Quiet Quality" approach to investment management: people of integrity, acting solely in their clients' best interests. Currently, we have over 1,300 clients, and approximately \$4.6 billion in Assets Under Advisement through our offices in Peoria, Illinois and Winter Park, Florida. In the fall of 2017, DVI formed a partnership with Morton Community Bank, creating one of the largest privately held financial institutions in downstate Illinois.

For more information visit www.dviinc.com