Senior Client Service Associate (Client Operations)

Garde Capital | Seattle, WA

About the Role

At Garde Capital, wealth management is a process, not an event. We begin with a comprehensive evaluation of each client's full financial picture, create a detailed roadmap, and remain by their side with ongoing reviews, education, and progress updates. Our service model is about more than customer service; it's about lifelong relationships built on trust, competence, and security. It's the Garde Way.

As a rapidly growing $2.5B RIA, we're scaling our client experience and operational foundation while preserving the white-glove hospitality our High-Net-Worth clients expect. The Senior Client Service Associate plays a critical role in delivering that experience. This role owns complex client operations, serves as a senior escalation point, and partners closely with Wealth Managers, Operations, and Compliance to ensure a seamless, high-touch client experience.

This is a senior individual contributor role reporting to the Chief Operations Officer, with responsibility for directly servicing a portfolio of high-net-worth clients, and leading high visibility strategic projects.

Garde Capital promotes a hybrid work environment with in-office presence 3 days per week.

Key Responsibilities

Client Experience & Service Excellence

- Serve as a primary point of contact for assigned high-net-worth clients, delivering proactive, white-glove service
- Build trusted relationships with clients through clear communication, follow-through, and calm execution in high-expectation situations
- Partner closely with Wealth Managers to ensure seamless client coverage and consistent service standards

- Model best-in-class client service practices and contribute to continuous improvement of the client experience

Client Operations & Custodial Management

- Own core client operations workflows with a bias for speed, precision, and proactive communication
- Serve as senior escalation point and subject-matter expert for onboarding, transfers/ACATs, money movement, and complex documentation
- Maintain hands-on involvement in key COS workflows to model excellence and provide coverage when needed
- Partner with the COO to expand automation and technology across client services while protecting compliance and quality standards
- Define, track, and drive KPIs for the client operations function (accuracy, timeliness, client satisfaction, workflow efficiency)
- Act as a liaison to Schwab and Fidelity relationship managers and service teams; resolve complex issues and stay ahead of platform/process changes
- Ensure high standards for documentation, client communication, and operational risk controls

Compliance & Cross-Functional Partnership

- Ensure operational workflows comply with internal policies and external RIA regulatory requirements
- Support firm-wide initiatives such as custodial integrations, CRM/workflow enhancements, and process improvement projects
- Provide operational updates and insights in bi-weekly business management meetings and all-team forums

Qualifications

Required

- 5+ years of financial services experience in client operations/service
- Proven track record of direct client interaction delivering white-glove service
- Deep working knowledge of custodial processes (onboarding, transfers, money movement, reporting)
- Strong understanding of compliance requirements and operational risk controls within an RIA environment
- High service orientation and comfort working with clients and Wealth Managers
- Strong judgment, attention to detail, and ability to manage complex workflows independently
- Proficiency with custodial platforms, CRM systems (Salesforce or similar), and modern workflow tools
- Bachelor’s degree

- Series 65 or willingness to obtain within 12 months

Preferred

- Experience scaling client operations in a fast-growing RIA
- Familiarity with client experience metrics (e.g., NPS/CSAT) and KPI-driven management

Why Garde Capital

- **Mission-driven client experience:** Build lifelong, trust-based relationships through "The Garde Way."
- **High-impact leadership seat:** Own and evolve client operations at a rapidly growing $2.5B firm.
- **Technology + hospitality:** Modernize workflows and automation while preserving a white-glove feel.
- **Growth runway:** Lead a team of 3 now, expected to expand as AUM and client count grow.
- **Direct access to decision-makers:** Report to the COO in a high-trust, low-bureaucracy environment.

Compensation

Starting base salary range: **$85,000–$110,000 per year**, depending on experience. Additional performance-based bonus opportunities available, along with competitive benefits.