Audible Wealth
YOUR FINANCIAL PLAYBOOK

Director of Client Relations

Audible Wealth Management is a leading financial advisory firm based in Silver Spring, Maryland, just outside of Washington D.C., with ambition to become a preferred career destination for talented professionals.

Our primary objective is to build prosperous lives as we assist clients in reaching their goals. We believe constructing a dynamic team will expand our ability to provide the best possible service to our clients.

We are hiring a Director of Client Relations to join our talented team to help us continue to deliver great value to new and existing clients.

Duties and Responsibilities

We are seeking an experienced Director of Client Relations to maintain healthy business partnerships with clients, offering the company's quality services to boost brand awareness for the target audience. The ideal candidate must be able to identify clients' needs and strategize business techniques and project management procedures that would help the clients reach their goals.

Director of Client Relations Responsibilities

- Develop and execute comprehensive client relations strategies to enhance satisfaction and loyalty.
- Take the lead on client onboarding and account setup process.
- Lead and manage the client relations team, setting objectives, establishing quality client communication.
- Establish and maintain strong relationships with key clients, acting as the primary point of contact.
- Develop and implement strategies to ensure long-term client partnerships.
- Coordinate with the advisors, marketing, and product service teams to ensure a cohesive client experience.
- Escalate complex or high-priority issues to teams for resolution.
- Oversee client communication materials, including newsletters, and presentations for client updates.
- Collaborate with cross-functional teams to ensure client needs are met and exceeded.

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Qualifications

Required Qualifications

- Minimum of **3 years** in a client service role.
- Ability to manage a team and ensure client satisfaction.
- Proven ability to build and maintain strong relationships with clients, demonstrating empathy, trustworthiness, and professionalism.
- Strong organizational and time management skills to prioritize workload and manage multiple client accounts simultaneously.
- Proven track record of corporate vision and goal setting.
- Bachelor's degree in business or related field.

Preferred Qualifications

- Graduate degree – JD, MBA.
- Industry licensed and certifications preferred.
- Outstanding verbal and written skills, and experience working with management.
- Strong knowledge of client relationship management principles and practices.
- Familiarity with CRM software and proficiency in Microsoft Office Suite.
- Ability to work independently and collaborate effectively with cross-functional teams.
- Flexibility to travel to visit clients.

Benefits

- $55k - $70k Base Salary (Negotiable - work history)
- Company Bonuses
- Hybrid Work Environment
- Flexible & Great Company Culture
- Enhanced Holidays / PTO
- Sick Days / Personal Leave
- Retirement Savings Plan
- Healthcare, Vision, and Dental plans
- Group Life Insurance
- Annual Corporate Retreat
- Career Development Support

How to Apply →

Interested applicants should send their resumes with a cover letter to **info@audiblewealth.com.** We will contact you if we believe your qualifications meet our needs. Thank you!