Fuller & Thaler
Asset Management, Inc.

THE BEHAVIORAL EDGE

Client Relationship Manager Job Description

Fuller & Thaler Asset Management, Inc. (F&T) is a 100% employee-owned boutique equity investment management firm headquartered in San Mateo with over $19 billion in assets. Fuller & Thaler provides specialized investment management services focusing on market anomalies drawn from insights in behavioral finance. The firm is seeking to expand its assets under management within the institutional marketing arena, including intermediaries, RIAs, consultants, platforms, and wealth advisors.

We are seeking a highly motivated, proactive, entrepreneurial team player with extraordinary communication and follow-up skills to support a seasoned Fuller & Thaler Client Relationship team. You are the trusted business partner to our sales professionals and in many cases, you will be the first voice a client hears when they call. To be successful in this role, you should have excellent organizational skills along with the ability to prioritize tasks and meet deadlines. The ideal candidate must have the willingness to learn financial markets as well as the financial services industry, effectively work independently while continuously identifying opportunities to increase team efficiency and manage multiple priorities in a deadline driven environment.

Position Description

You have zero fear when it comes to picking up the phone. Yes, email is easier, but you know that sometimes the call gets it done. You ask questions. You get answers. Intellectually curious, thoughtful, a good listener – these are the qualities your friends admire in you. You like to find facts, research prospects and clients, and take good notes. You are our Client Relationship Manager and under the direction of the head of sales, you make opportunities happen.

On any given day, you might be dominating one (or more) of the follow responsibilities:

- Nurture advisor relationships to uncover new opportunities for F&T's represented roster of clients
- Master F&T's client follow-up process to proactively contact prospects across the country via phone and email with the goal of scheduling calls and meetings
- Uncover prospects' active manager searches, understand search criteria, urgency, and present solutions from F&T's behavioral equity investment solutions
- Effectively articulate F&T's story, philosophy, strategy and differentiators
- Achieve goals and mutually established key performance indicators through thoughtful, focused, and productive efforts
- Qualify inbound leads and add opportunities to the sales funnel
- Maintain Salesforce CRM system to capture detailed notes and "intelligence" on clients and prospects along with the status of opportunities
- Work as a team with the sales professionals to uncover new opportunities
- Proactively support team initiatives and complete special projects and other duties as assigned
- Assist in any administrative duties for the team as requested

Candidate Profile:

The ideal candidate is a professional with strong product knowledge who has either gained sales or investment analytics experience at an institutional money management firm, RIA, or other financial institution. Preferred qualifications/characteristics include:

- An understanding of traditional investment strategies, as well as various investment vehicles including mutual funds, separate accounts, collective investment trusts.
- 2-5+ years of experience preferred with minimum of 2 years of successful experience in investment sales or analysis
- Must be able to cite examples of self-motivation and experience working independently
- Exceptional interpersonal, written, and verbal communication skills
- Strong attention to detail
- Strong technology skills including proficiency in Microsoft Word, Excel, PowerPoint, Outlook as well as CRM Systems such as Salesforce and other related programs
- Exceptional client service abilities
- Critical thinking, problem-solving capabilities
- Confident and persistent
- The aptitude to learn and understand the financial services industry
- Bachelor's Degree required

Essential Responsibilities

- Proactively assist with client relationship development by qualifying leads, scheduling introductory calls, responding to inbound client inquiries, and following-up on various investment product related requests
- Maintain and update Salesforce CRM system to capture detailed notes and correspondence with both prospects and existing clients
- Build/generate reports – Sales analysis, lead generation, call & meeting metrics
- Prepare and proofread presentations, spreadsheets, and reports for investment meetings with tight deadlines
- Assist in Calendar Management – scheduling conference calls, meetings, and travel for the sales team
- Coordinate email and marketing campaigns
- Maintain and document comprehensive knowledge of all sales policies and procedures
- Qualify inbound leads and add to the sales funnel
- Proactively support team initiatives and complete special projects and other duties as assigned

About Fuller & Thaler

Fuller & Thaler Asset Management, Inc. (F&T) is a boutique equity investment management firm headquartered in San Mateo with over $19 billion in assets. Fuller & Thaler provides specialized investment management services focusing on market anomalies drawn from insights in behavioral finance. Visit our website for more information at https://www.fullerthaler.com/

Fuller & Thaler is an equal opportunity employer. Please refer to our Privacy Notice below which contains important information on how we handle your nonpublic personal information.

Candidates must reside in the San Francisco Bay Area. No relocation assistance will be offered. Compensation will be competitively commensurate with education and experience. The position is full-time and exempt from overtime pay. In addition, we offer one of the most generous and comprehensive benefits packages in our area and industry including health, dental, vision, disability and life insurance, 401(k), and profit sharing.

A background check will be conducted after a conditional offer of employment.

Privacy Notice

The privacy and security of your personal data (the "Personal Information") which we collect from you is very important to us. It is equally important that you understand how we handle this data.
By considering a business relationship and/or entering into a contract with F&T, you expressly acknowledge that you have read, understand and agree to all of the terms of this Privacy Notice as outlined below and as it may be modified by us from time to time with or without prior notice.

Collection of Information
In the course of conducting our business and complying with federal, state, and local government regulations governing such matters as employment, tax, insurance, etc., we must collect Personal Information from you. The nature of the Personal Information collected varies somewhat for each contractor, depending on your responsibilities, your citizenship, where you will work or live, and other factors. We collect Personal Information from you solely for business purposes, including those related directly to your contemplated business relationship and/or contract with F&T, and those required by governmental agencies.

Data collected may include, without limitation, such things as:

- Your name
- Phone number(s)
- Email address(es)
- Mailing address(es)
- Information contained in background checks
- Banking and other financial data
- Government identification documents and numbers, e.g., Social Security number, driver's license number
- Date of birth

Anyone who sends unsolicited Personal Information to F&T by any means, e.g., mail, email or fax, expressly consents to the storage, destruction, processing, or disclosure of the data, as well as any other reasonable business-related use by F&T or any government agency of the unsolicited data.

F&T will not knowingly collect or use Personal Information in any manner not consistent with this Notice, as it may be amended from time to time, and applicable laws.

Because the Personal Information collected by F&T is necessary for business purposes, you are required to provide it. Your refusal or failure to provide the requested Personal Information may interfere with your contemplated business relationship and/or contract with F&T.

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