

TwinFocus – Director, Family Office Management Team

TwinFocus is a Boston-based, fast-growing, family office and investment advisory firm that was founded in 2006. We advise a select group of individuals, family office and institutions around the world on over \$7.5 billion in assets. Our firm delivers highly bespoke investment, financial and planning solutions for sophisticated and complex client situations. More information on TwinFocus can be found on our website: www.twinfofocus.com.

Job Description

The Director assists in managing complex client relationships by liaising with the firm's various business groups across the Service, Investment Research & Advisory teams to deliver a multidisciplinary solution to TwinFocus clients. The candidate should have extensive wealth management experience, be able to work at a fast pace, deliver outstanding service and response to clients and have acute attention to detail.

The Family Office Management Team (FOMT) is typically a client facing support function that facilitates day-to-day needs for family office clients including asset transfer, tax, estate and portfolio administration, and account maintenance (i.e., retitling, account opening/termination, Wealthbox/CRM updates) private fund subscriptions. Additionally, there is a component of servicing the needs of the exceptionally wealthy inclusive of administering the overall family office solution and lifestyle management. Primary workload for this team is derived from the Managing Partners or Family Office Team Leader requests as well as several service queues housed within Asana including but not limited to, Service Queue (Tasks), Money movement, Subscription document preparation, tax payment queues. The FOMT is also directly involved in client meeting support, such as deliverable production.

Primary Responsibilities

- Understand fundamentals of financial, tax, retirement and estate planning;
- Offer consultation on client's strategic asset allocation, portfolio structure design, report overview and performance monitoring;
- Provide comprehensive guidance to clients regarding investment and portfolio needs;
- Proactively work with FOMT members and Portfolio Analysts internally to problem solve and troubleshoot as situations arise regarding portfolio client implementation, trading, servicing, and reporting;
- Prepare for client meetings, presentation, and conference calls (and provide follow-up after), and oversee, monitor and manage the timely internal administration of client accounts and assets;
- Develop thoughtful strategies that enhance client service delivery;
- Oversee client servicing activities for a specific group of delegated clients including coordination of necessary client infrastructure documentation, presentation of investment policy guidelines, development of marketing materials (presentation construction), portfolio trading, tax analysis, and asset allocation/portfolio structuring analyses;

- Spearhead and proactively recommend and coordinate portfolio rebalancing strategies (sometimes to meet client liquidity requirements), working with the firm's Portfolio Advisory and Investment Research teams to effectuate the investment decisions;
- Prepare client follow-up memoranda and other supporting reports/ documents/ memoranda as required, within strict deadlines;
- Understand the firm's general performance reporting and Addepar efforts and be prepared to discuss with clients;
- Oversee and manage annual client tax reporting efforts and periodic tax reporting requests on an ad hoc basis. Work with portfolio analysts in overseeing firm's cost basis efforts;
- Assist with new client onboarding including the coordination of asset management and trust/custody relationships and the construction of reporting infrastructure, drafting Investment Policy Statements and implementation memoranda. In doing so, the Director works with the investment team and thinking through portfolio construction and full portfolio implementation, as well as client reporting requirements;
- Monitor client portfolios on an ongoing basis, including cash management and liquidity provisioning efforts to assure all portfolios are invested according to asset allocation models, fixed and custom. Factor and actively manage cash inflows from various sources (strategy redemptions, client cash infusions, etc.) and outflows (capital calls, cash liquidity needs, deployment into investment strategies, RMD's charitable giving, etc.);
- Proactively prepare timely client-ready draft emails on all portfolio and financial planning actions including updates; and
- Work with other firm personnel in preparing internal management memoranda and actively participate and make contributions to periodic firm management meetings.

Requirements

- 10+ years of experience in wealth management, estate planning and/or tax planning;
- Ability to multi-task, manage projects within strict deadlines, work independently, demonstrate creativity, flexible to handle responsibilities beyond the core job, and be articulate;
- Ability to roll up the sleeves and delve into projects personally with attention to detail;
- Strong commitment to teamwork, and be able to take instruction and guidance from the firm's Partners;
- Occasionally, a nontraditional work week will be necessary, inclusive of night and weekend work and be required when under tight deadline
- Solid organizational and communication skills as this position involves extensive writing
- Passion for family office client service and attention to detail at all levels
- Technology savvy and ability to handle industry software programs, Excel
- At a minimum must have attained a bachelor's degree and passed the Series 65 (or equivalent certification)
- Advanced degrees and/or certifications (CFP, MBA, CFA, CPA, JD, LLM, etc.) are strongly preferred.