



LANDMARK STAFFING

Position: Financial Operations Manager

Location: Delta, CO

Type: Full Time; Monday - Friday

Wage: \$50,000 - \$70,000/ year

Nelson Financial is a trusted and leading financial services firm dedicated to providing comprehensive solutions to our clients across Colorado. With a commitment to excellence, integrity, and innovation, we strive to deliver exceptional financial services tailored to meet the unique needs of our clients and their families to grow and protect their wealth. As we continue to grow, we are seeking a talented Operations Manager to join our team and drive operational efficiency and excellence while working in an environment where individuals who thrive on hard work and tackling challenges can excel.

Position Overview:

We are seeking an experienced and strategic-minded Operation Manager to oversee and Optimize our operational processes and procedures within our financial services firm.

Why Join us:

- **Passion for Hard Work:** We value individuals who love to work hard and take ownership of challenging problems.
- **Challenging Work Environment:** We provide opportunities to tackle complex problems and grow both personally and professionally.
- **Client Focus:** We are passionate about delivering unparalleled service and creating a positive impact in our clients' lives.
- **Team Excellence:** Our team is exceptional, and we value collaboration and mutual challenge to achieve the best results.

Job Responsibilities:

- **Operational Oversight:** Lead and oversee day-to-day operations, including client onboarding, transaction processing, account management, and compliance activities.
- **Scheduling:** Proactively manage schedules and prioritize appointments for efficient operations.
- **Process Improvement:** Identify opportunities to streamline operational processes and procedures to increase efficiency, reduce costs, and enhance the client experience.
- **Compliance Management:** Ensure compliance with regulatory requirements and industry standards, staying abreast of changes in regulations and implementing necessary updates to policies and procedures.
- **Risk Management:** Develop and implement risk management strategies to mitigate operational risks and safeguard client assets and sensitive information.
- **Performance Monitoring:** Establish key performance indicators (KPI's) and metrics to monitor operational performance and identify areas for improvement.
- **Vendor Management:** Manage relationships with third-party vendors and service providers, ensuring service level agreements (SLAs) are met and vendor performance is monitored effectively.



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- **Technology Integration:** Collaborate with IT teams to implement and optimize technology solutions to support operational efficiency and enhance service delivery.
- **Client relationship Management:** Work closely with client-facing teams to understand client needs and preferences, ensuring operational processes are aligned with client expectations.
- **Marketing:** Assist in creating marketing materials and campaigns to support business growth.
- **Specialty Projects:** Manage special projects with resourcefulness and problem-solving skills.
- **Reporting and Analysis:** Generate regular reports and analysis on operations performance, trends, and metrics to inform decision-making and drive continuous improvement initiatives.

Job Requirements:

- **Education:** Bachelor's degree in business administration, finance, or related field. Advanced degree or professional certifications is a plus.
- **Experience:** Minimum of 2-5 years of experience in operations management within the financial services industry, with a strong understanding of brokerage operations, investment products, and regulatory requirements.
- **Leadership Skills:** Proven track record of effectively leading and developing teams, with strong leadership, communication, and interpersonal skills.
- **Analytical Abilities:** Strong analytical and problem solving skills, with the ability to analyze complex data, identify trends, and develop actionable insights.
- **Strategic Thinking:** Ability to think strategically and develop and implement operational strategies to support business objectives and drive growth.
- **Compliance Knowledge:** Thorough understanding of regulatory requirements and compliance standards relevant to the financial services industry.
- **Technology Proficiency:** Proficiency in Dropbox, Slack, Salesforce, and Windows devices/software. Proficiency in MS Office (Word, Excel, PowerPoint) required as well.
- **QuickBooks:** Prior experience with QuickBooks is required for bookkeeping tasks, if applicable.
- **Attention to detail:** Exceptional attention to detail and accuracy in managing operational processes and data.
- **Ability** to pass an intensive securities industry background check is required.

Application Instructions:

If you are passionate about hard work, love tackling challenging problems, and are excited about the opportunity to work in a dynamic, entrepreneurial environment where client service is paramount, we encourage you to apply. Please submit a cover letter, PDF of your resume, and personal/professional references via email. Relocation to Delta, CO, or the ability to commute reliably is required.



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Benefits:

Paid Time off