DOCK STREET
DOCK STREET ASSET MANAGEMENT, INC.

Title: Advisor
Location: Virtual
Reports To: Spencer Ogden

About Dock Street

Dock Street Asset Management is a family-owned investment advisory firm founded in 1989. We help business owners turn hard-earned income into enduring, liquid, and compounding wealth. We do this by investing in high-quality public businesses with the same discipline and long-term mindset that our clients use to build their own businesses.

Mission

Advise Dock Street clients and manage the client service team. Ensure every Dock Street client feels informed, confident, and well-served from onboarding through years of partnership by leading a reliable and proactive client process and team.

Key Responsibilities

Client Experience & Relationship Management

- Provide advice to clients—portfolio, tax coordination, inheritance planning, etc. Coordinate with the client's professionals.
- Collaborate closely with the investment team to translate strategy and performance into clear, relatable client communication.
- Develop and execute a consistent, proactive client experience that ensures all clients receive regular outreach, with a specific focus on top-tier clients.

Leadership & Team Development

- Build processes and systems that scale with the firm's growth, ensuring a consistent client experience.
- Manage the client service team's day-to-day work and accountability.

Operational

- Ensure every client-facing and operational step, from trades to documentation, is executed accurately and consistently.

Outcomes – Client Experience & Relationship Management

1	Execute a proactive client experience that can scale with growth	• A transparent, consistent, documented client service process understood by 100% of the team. • 100% of top-tier households receive quarterly contact; 95% of all clients receive annual outreach.
2	Deliver Advice to Clients	• Client requests handled with clarity and speed: same-day for top-tier, next-day for all others. • All client interactions documented in CRM
3	Trading & Implementation Accuracy	• All IPSs reviewed and updated annually. • 100% of portfolios remain within CIO tolerances.
4	Lead Expansion of Client Relationship	• Spouse and next generation documented for all clients. • Share of investable assets documented for all clients.
5	Active Engagement in Investment Process	• Weekly participation in Investment Meetings and ongoing research discussions.
6	Lead Client Team	• Execute weekly L10 Meeting. • Determine clearly defined roles and responsibilities of team, and identify any additional roles needed.

Qualifications

- 6–10 years in wealth management, private client advisory, or a comparable RIA or family office. Direct ownership of client relationships.
- Experience advising business owners or entrepreneurial families.
- Series 65/66 or eligibility for IAR registration required.
- Has built or materially improved a repeatable client service process.
- EOS experience a plus. We run on EOS.

Competencies

- Proactive, trust-building communication with clients.
- Deep understanding of Dock Street's investment philosophy.
- Execution - trading, account management, and follow-up.
- To confirm you have read this carefully, include the phrase "trust compounds" in the first line of your reply.
- Builds processes that scale and ensure consistency.
- Clear written communication - essential for internal and external communication.