DOCK STREET
DOCK STREET ASSET MANAGEMENT, INC.

Title: Senior Client Advisor
Location: Remote
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 lead the client service team. Build long-term client relationships by getting to know clients, understanding their needs, keeping them informed about our investment strategy, and helping them make decisions. Work alongside the team to deliver consistent service, improve processes, and support the firm's growth.

Key Responsibilities

Client Experience & Relationship Management

- Lead client meetings and serve as a primary point of contact for client questions and advice.
- Provide advice to clients on portfolio, tax coordination, inheritance planning, and related matters. Coordinate with the client's outside professionals.
- Engage 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

- Lead the client service team, collaborate to solve problems, improve processes, and deliver consistent service.
- Build processes and systems that scale with the firm's growth, ensuring a consistent client experience.

Operations

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

Outcomes – Client Experience & Relationship Management

1	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
2	Lead Client Team	• Execute weekly L10 Meeting. • Define clear roles and responsibilities for the team and identify any additional roles needed.
3	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.
4	Trading & Implementation Accuracy	• All IPSs reviewed and updated annually. • 100% of portfolios remain within CIO tolerances.
5	Lead Expansion of Client Relationship	• Spouse and next generation documented for all clients. • Share of investable assets documented for all clients.
6	Active Engagement in Investment Process	• Weekly participation in Investment Meetings and ongoing research discussions.

Qualifications

- ~10 years in wealth management, private client advisory, or a comparable RIA or family office. Direct ownership of client relationships.
- Series 65 or 66, or eligibility for IAR registration, required.
- Has built or materially improved a repeatable client service process.
- Excited to help build and lead a growing team while remaining hands-on in the work.
- EOS experience is a plus. We run on EOS.

Competencies

- Genuinely enjoys working with clients and builds trust through proactive communication.
- 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.
- Brings a builder's mindset – sees opportunities to improve how things work and takes initiative to implement solutions.

Work & Travel Expectations

- Dock Street is a fully remote firm, including this role.

- Quarterly in-person team meetings requiring 2+ days of travel.
- Additional client travel approximately once per quarter, primarily in New England.

To Apply

Please submit your CV and cover letter to careers@dockstreet.com.