Client Service Specialist

Now Hiring in St. Louis

CYCLE-TESTED STEWARDS OF REAL ESTATE CAPITAL

The Company

Altus is an actively growing real estate investment and development firm with over 3.1 million square feet of office, industrial, retail, and multifamily properties. With a cycle-tested platform dating back to the 1960s, our understanding of real estate dynamics allows us to anticipate the needs of our investments — positioning us to optimize risk-adjusted returns for our private and institutional partners. Altus works collaboratively and cross-functionally to source off-market and marketed transactions, underwrite opportunities, and optimize the performance of portfolio assets with an emphasis on long-term value creation.

Our in-house team of over 50 professionals, located in St. Louis, Minneapolis, and Denver, handles every critical real estate function, including acquisitions, capital markets, development, property management and asset management. Altus' executive team has capitalized over $4.2 billion of investment and development transactions with over $550 million transactions closed since 2017. The company's growth plan includes continual deployment and asset growth in its core and targeted markets of St. Louis, Minneapolis, Kansas City, and Denver, as well as expnsion to additional secondary markets.

The Role

The Client Service Specialist needs to possess exceptional organizational skills to manage complex processes, maintain detailed records, and ensure timely compliance with requirements. Strong communication skills are essential for building and maintaining effective relationships with clients, investment managers, and internal teams, as well as for resolving complex inquiries and articulating needs clearly. The role requires a proactive problem-solver with a keen attention to detail and the ability to adapt to changing market trends and policies. Multitasking and prioritization skills are critical, along with discretion and professionalism in managing personal and confidential matters for the CEO and family.

Mission:

We are cycle-tested stewards of capital that provide access to direct real estate investment opportunities.

We take your trust seriously.

As your partner, we strive to deliver superior, risk-adjusted returns via vertically-integrated operations, data-driven processes, and transparent communication.

Core Values:

Always do the right thing
Learn and improve
Think like an owner
Uphold a sense of urgency
Sharpen pencils

Responsibilities

INVESTOR RELATIONS MANAGEMENT

- Review, maintain, and update the investor relations processes while ensuring compliance with best practices.
- Develop and maintain relationships with investment managers and clients to better understand their needs and articulate those needs to collaborate on query resolution, process improvements and other service enhancements.
- Build and maintain effective working relationships with key internal and external partners.

FUND ADMINISTRATION

- Gain familiarity with Investor Portal and fund administration software to manage investor data and transactions.
- Understand client's end-to-end process flows, business needs and deliverables, and ensuring adherence to relevant service level agreements.
- Understand market and industry trends. Contribute to the development, maintenance, and adoption of standards as market, policies change.
- Collect signatures, review subscription documents, and track their progress to completion, ensuring documents are countersigned and properly uploaded to the Investor Portal.

INVESTOR ACCOUNT MANAGEMENT

- Handle changes to banking information, address updates, transfers of interest, and related investor requests.
- Identify and lead process improvement opportunities, shortcomings, and requirements for complex issues related to clients, or client-appointed investment managers, collaborating across the operations organization to drive outcomes.

REPORTING AND COMPLIANCE

- Assist in the reporting and distribution process, send marketing emails, and manage the annual tax withholding process.
- Populate and maintain systems data and client files.

CLIENT SUPPORT

- Respond to investor inquiries, assist with subscription documents, and ensure a positive client experience.
- Resolve complex inquiries and escalations where expertise is required to interpret policies, guidelines, and/or processes.
- Facilitate solutions that ensure operational excellence.
- Interact with various internal groups to aid in or facilitate in the resolution of complex issues and inquiries.

Responsibilities (cont'd)

FAMILY WEALTH OFFICE SUPPORT

- Assist the CEO and Founder with administrative tasks related to family wealth management.
- Organize and maintain partnership documents and correspondence.
- Maintain files of organizational documents on each partnership, trust, charitable foundation, and LLC.
- Track state filings for each entity.
- Notice of annual meetings, meeting notes, Operating Agreement compliance.

Qualifications

- High school diploma/GED equivalent; bachelor's degree preferred.
- Excellent communication skills and problem-solving ability
- Analytically and procedurally competent.
- Extremely detail oriented and organized
- Be familiar with Word and Excel
- Be comfortable learning and navigating all internal software
- Be able to work independently
- Exercise good judgment and take initiative

Compensation and Work Environment

- Salary, bonus opportunity, PTO
- Medical, dental, and vision insurance available
- Paid disability Insurance
- 401(k) matching

Be a part of the Altus team!
Apply today.

CLICK HERE

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