UNITED PLANNERS
FINANCIAL SERVICES

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Job Description for Transition Success Partner

Employee Type:	Full-Time Exempt
Department:	Partner Development
Job Title:	Transition Success Partner
Reports To:	Sara Vogelsanger
Manages Others:	None
Industry Experience:	5+ Years Financial Services Experience
Minimum License(s):	Prefer Series 7, 24, 66
Date:	May 15, 2025

Nature and Scope

The Transition Success Partner plays a pivotal role in delivering a seamless, end-to-end onboarding experience for financial professionals transitioning to United Planners. Reporting to the Transition Manager and working closely with the Transition Specialist, this position serves as the primary liaison between incoming advisors and internal departments, ensuring clear communication, efficient coordination, and a consistently positive experience throughout the transition process.

This role requires a strong understanding of the operational and technological components of a financial professional's book of business, including client account structures, navigating advisory platforms, and general understanding of FinTech providers. The Transition Success Partner must demonstrate excellent communication, organizational, and problem-solving skills while navigating onboarding complexities, resolving issues, and aligning internal resources. As a central point of contact, this position ensures that new advisors receive the tools, support, and guidance necessary to re-establish their practice and thrive within the United Planners' environment.

Essential Duties and Responsibilities

- Demonstrate strong business writing, problem-solving, and critical thinking skills to support transitioning advisors with clarity, precision, and professionalism; effectively manage multiple onboarding projects with strong prioritization and follow-through.

- Maintain working knowledge of financial services industry trends, including compliance, operations, advisory services, marketing, and transition best practices, to serve as a knowledgeable resource to financial professionals during onboarding.

- Evaluate and understand each advisor's unique book of business, including client demographics, account types, and product mix; provide strategic coaching on the most efficient methods to transition and re-establish their practice at United Planners.

- Serve as a dedicated relationship manager to onboarding offices, delivering a high-touch and responsive experience while coordinating across departments to resolve issues, set expectations, and ensure a seamless transition.

- Accurately document onboarding progress, interactions, and process steps in Salesforce and Microsoft OneNote; ensure consistent records for team collaboration, visibility, and tracking.

- Ability to train financial professionals and their staff on key applications such as LaserApp, DocuSign, and internal systems; maintain general knowledge of industry FinTech providers to support advisor efficiency and provide informed guidance during onboarding.

- Possess and maintain a strong understanding of United Planners' required forms for various account types, including but not limited to brokerage, advisory, retirement, and trust accounts; regularly participate in training to stay current on evolving requirements and ensure accurate guidance for transitioning financial professionals.

- Create and maintain custom form groups tailored to each transitioning advisor's book of business, organizing required documentation by account type and sponsor firm for efficient upload into form-filling software.

- Troubleshoot and assist with form-filling software installation and usability, including setup, importing, and field mapping, demonstrating technical proficiency and providing responsive support to advisors and their staff.

- Collaborate professionally with third-party sponsor companies, custodians, and product providers to confirm paperwork requirements, gather up-to-date documentation, and facilitate form pack completion—often with the prospect or advisor on the line; ensure excellent service, organization, and follow-through at every step.

- Guide advisors through the next steps in the onboarding process and coordinate effectively with internal departments including Investment Advisory (IA), Supervision, Compliance, Advisor Team Support (ATS), and others to ensure alignment and timely execution.

- Serve as backup to the Transition Specialist and Advisor Relationship Manager as outlined in their roles, providing support as needed to maintain continuity in Partner Development operations.

- Support the Transition Manager with special projects and reporting assignments, contributing to broader team initiatives and firm-wide goals.

- Assist with cross-functional tasks across the department as needed, demonstrating flexibility and a team-oriented mindset.

- Contribute to special initiatives such as collecting advisor testimonials or drafting business communications that enhance the firm's onboarding and marketing efforts.

- Act as Relationship Manager on escalated advisor issues as directed by the Transition Manager, ensuring swift resolution and a high standard of service.

- Ability to travel if needed

Qualifications

- Bachelor's degree or equivalent business experience required
- Minimum of 3–5 years of experience in the financial services industry, preferably in onboarding, operations, or advisor support roles
- Licensing (FINRA Series 7, 24, 66) is preferred, but not required
- Strong problem-solving, critical thinking, and organizational skills
- Detail-oriented with a high level of accuracy in handling forms, data entry, and documentation
- Excellent verbal and written communication skills, with a professional and client-focused demeanor
- Proven ability to work collaboratively across departments and independently when needed
- Friendly, professional, and service-oriented attitude with a commitment to delivering exceptional advisor experiences
- Demonstrated proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Salesforce, LaserApp, and other advisor-facing technologies; ability to train others on these systems
- Self-motivated with a proactive approach to learning, improvement, and advisor success

Partnership Integrity

- Understands and abides by all Firm and departmental policies and procedures as well as the Firm's code of ethics.
- Actively participates in ensuring all state and industry rules and regulations are followed as they apply to this position.
- Attend any required regulatory and/or firm educational meetings