



<u>Job Title:</u>	Wealth Manager Executive Assistant / Client Services Manager
<u>Department:</u>	Anchor Capital Wealth Management (Namibia)
<u>Location:</u>	Windhoek, Namibia
<u>Reports to:</u>	Etienne le Roux
<u>Language:</u>	Full proficiency in English and Afrikaans (Oshiwambo and German advantageous)

Purpose of the position

As the first point of contact for clients and stakeholders, the primary purpose of this role is to ensure exceptional client service through managing and ultimately resolving client queries and executing instructions. In addition, this role requires providing high-level administrative and personal support to the Wealth Manager to ensure the efficient and effective management of daily operations, client interactions, and business processes. This includes diary management, client coordination, travel arrangements, and general administrative support, while maintaining a high level of professionalism and confidentiality. The assistant will play a key role in ensuring smooth client service delivery and support the Wealth Manager in maintaining strong client relationships.

Qualifications:

- Relevant qualifications in Administration, business, Finance or a related field (advantageous)
- Minimum 5 years' experience in a client servicing and PA / Administrative support role (in financial services)

Skills and Competencies:

- Strong organisational and time management skills
- High attention to detail and accuracy
- Ability to handle confidential information with discretion
- Strong communication skills (verbal and written)
- Ability to multitask and work under pressure
- Proactive, reliable, and able to take initiative
- Professional and well-presented
- Strong interpersonal skills and client-facing ability
- Proficient in Microsoft Office (Outlook, Excel, Word, PowerPoint)



Key Responsibilities:

- Act as the primary point of contact for all client queries and instructions
- Strong Manage and coordinate the Wealth Manger’s diary, meetings, and appointments
- Arrange and coordinate travel, accommodation, and itineraries
- Act as the first point of contact for clients and stakeholders
- Assist with client communication and follow-ups
- Prepare meeting packs, reports, and general documentation
- Maintain accurate records and filing systems
- Assist with basic onboarding administrative processes
- Liaise with internal teams to ensure smooth workflow
- Screen calls, emails, and correspondence
- Ensure deadlines and key deliverables are tracked and met
- Provide ad-hoc personal support where required

CRITERIA	COMMENT
Operational Effectiveness	Completes administrative tasks efficiently and within deadlines
Client Service	Provides professional, responsive, and high-quality client interaction
Organisation	Maintains structured workflows and prioritisation of tasks
Communication	Communicates clearly and effectively with all stakeholders
Accuracy	Produces work with high levels of detail and minimal errors
Confidentiality	Handles sensitive information responsibly and professionally



Initiative	Take proactive steps to support the Wealth Manager and improve processes
Professionalism	Maintains a high standard of conduct and presentation.
Teamwork	Collaborates effectively with internal teams

To apply, send your CV to careers@anchorcapital.co.za.