Punch

A BOUTIQUE INVESTMENT ADVISORY

Data Analyst – Client Reporting & Salesforce
Punch & Associates Investment Management, Inc.

Punch & Associates Investment Management, Inc. is a Minneapolis-based, independent wealth and investment management firm serving a select number of institutions and families of substantial wealth. Our mission is to enable families and institutions to steward resources with clarity and purpose.

We are seeking a full-time Data Analyst to join our dynamic team. This role will work closely with our Systems and Client Specialist teams managing the firm's client portal as well as other data management systems and will report to the Director of Technology.

Responsibilities include, but are not limited to:

Client Reporting & Portfolio Data

- Maintain client and account information in the firm's portfolio accounting and client reporting systems (currently Advent Portfolio Exchange and Black Diamond).
- Generate institutional and private client performance reports on both a systematic and an ad hoc basis.
- Monitor and rectify performance and data discrepancies between the firm's reporting and portfolio accounting systems.
- Own the client-facing reporting experience - client onboarding, ongoing maintenance, and troubleshooting for both clients and internal users.
- Work directly with clients and firm users to identify and resolve issues, answer questions, and drive adoption of the client portal.

Salesforce Administration

- Assist with day-to-day Salesforce administration: user setup and permissions, page layouts, reports and dashboards, and record maintenance.
- Maintain data quality across the CRM — record hygiene, de-duplication, bulk data loads, and consistent use of custom objects and fields.
- Take in, triage, and resolve user requests, escalating larger build work to the Director of Technology.
- Test new functionality in a sandbox before release, and support user training and adoption.
- Monitor the integrations that move data between Salesforce and the firm's portfolio and reporting systems, and troubleshoot data-flow issues.

Across Systems

- Assist with administration of other firm software as needed.
- Document processes, configurations, and reporting procedures so that operating knowledge lives with the firm rather than with one person.
- Participate in the evaluation, selection, and implementation of new systems as the firm's technology stack evolves.
- Other Systems duties as needed.

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Required Skills and Qualifications:

- Two or more years of hands-on Salesforce experience. Administrator certification preferred, or a commitment to earning it; Financial Services Cloud experience is a plus.
- Experience in the investment or wealth management field, particularly with account/transaction reconciliation and performance measurement, strongly preferred.
- Advanced Excel skills and comfort working with large data sets across multiple systems.
- Strong attention to detail is a must.
- Ability to work in a fast-paced environment against close daily and monthly deadlines.
- Self-motivated, with the ability to work both independently and collaboratively in a team environment.
- Excellent communication skills, both internally and directly with clients.
- Strong organizational and time-management skills, critical thinking, and a strong sense of ownership.
- Ability to work with discretion and uphold confidentiality.
- Curiosity and appetite to learn new systems — comfort being the person who figures out how something works.
- Bachelor’s degree or equivalent experience

Company Benefits:

- Approximate salary $65,000 - $110,000
- Generous medical, dental, and vision insurance plan, 401k and Profit Share, PTO
- Opportunity to grow in the position and take on new responsibilities