

JOB DESCRIPTION

REF NO: 88640DJH

JOB TITLE: CLIENT SERVICE MANAGER, DOMESTIC CUSTODY SERVICES

CORPORATE TITLE: AVP

COMPANY: LARGE INVESTMENT BANK

SALARY RANGE: GENEROUS PACKAGE

LOCATION: SINGAPORE

DATE OPEN: JUNE 2012

RESPONSIBILITIES / DUTIES:

- Manage and play supervisory role for team members.
- Client servicing – ensure timely & accurate response to client queries from team.
- Responsible for account opening, ranging from new accounts and sub account set up including KYC.
- Review all legal docs and draft documents/letters if required.
- Set up of accounts with agents – liaising with operations on accounts set up at agents.
- Involving in all implementation- from transition of assets, liaising with client, incumbent custodians and various parties related to the transition. Work with Transfer Agency/Fund Administration /Custody Products on any new clients on-boarding, set up accounts with FMs.
- Setup & train clients on the usage of client facing applications.
- Monthly MIS, Revenue, Client Reporting and Billing related reports.
- Intraday / Cash Monitoring.
- Prepare presentation slides & conduct client service reviews and due diligence.
- Coverage for MENA clients & Singapore holidays – on rotation.

REQUIREMENTS / QUALIFICATIONS:

- Individual with strong custody, clearing or fund administration experience preferably, or with background in Asset Management, Investment Banking or Securities Broking.
- Good knowledge on SWIFT for Cash & Security.
- Individuals with at least 6 years of client services experience.
- Fully conversant in English, including written communication.
- Self-motivator, energetic, innovative and performance driven

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www.stratagemglobal.com
mail@stratagemglobal.com
phone +65 6827 5621

- Ability to articulate, formulate and deliver high quality presentations and communicate with all levels of management.
- Ability to make decisions, influence others and work in co-operative manner and find resolution to product needs.
- Mature and well developed leadership qualities.
- Good working knowledge of the securities / banking practices and regulations in for custody products.
- Strong appreciation of operations processes and procedures.
- Strong verbal and written communication skills in English.
- Willing to do holiday coverage, and week-end when necessary to service MENA clients