

JOB PROFILE
CLIENT SERVICES DEPARTMENT

CLIENT EXECUTIVE

Reporting Line: Team Leader, Manager

KEY RESPONSIBILITIES

- Provide a high standard of customer service to clients;
- Provide assistance in ensuring all transactions pertaining to the management of the clients' affairs are executed timely and efficiently;
- Corporate and Trust Administration duties including but not limited to corporate secretarial functions, the preparation of meetings, drafting of minutes/resolutions, instructing payments, undertaking regulators periodic risk reviews;
- Liaison with external parties such as Bankers, Auditors, Lawyers and Regulatory bodies;
- Liaise with relevant authorities with regards to permits, licenses etc.;
- Develop and maintain relationships with internal departments of the Company including Fund, Compliance, & Accounting to timely and effectively support the clients' activities;
- Communicate effectively with all levels of management, other departments, business areas and clients;
- Maintain accurate data for all client enquiries and regularly update personal workload;
- Execution and monitoring of bank transfers, payments, FX transactions;
- Preparing client information packs and account opening forms;
- Preparation for meetings, booking meetings, preparation of documents for the meeting;
- Drafting of resolutions – from simple to complex;
- Following up on client correspondence such as letters, faxes, emails, client telephone calls;
- Maintain comprehensive and up to date client, business and transaction records on interaction with clients at all times;
- Document filing, updating client information on relevant internal systems;
- Daily and effective input on timesheet or any time management system;
- Attend client meetings with Manager as and when required;
- Ensure compliance of portfolio with applicable legal framework;
- Ensure that necessary filings as per the Legal & Regulatory framework are made within the prescribed deadline;
- Familiarize and adhere to internal policies and procedures;
- Provide relevant training to subordinates;
- Any other cognate duties that may from time to time be required which are appropriate to the role and business requirements.

REQUIREMENTS

- Either a Degree in Law and Management or a Professional qualification (ACCA/ICSA/STEP);
- 3 years of working experience in a similar position within a Management Company;
- Good Knowledge of legal & regulatory framework;
- Good analytical and problem solving skills;
- Excellent written and verbal communication skills - ability to draft effective communications (emails, letters, memos, reports, instructions) with good grammar, spelling & proofreading skills;
- Is well organized and self-disciplined;
- Work efficiently in a fast moving, demanding, high-pressure environment;
- Is accurate and attentive to details;
- Self- motivated and works well both as an individual and in teams;
- Is able to maintain a high level of confidentiality;
- Computer Literate: Ms. Office Word, Excel, PowerPoint & Outlook.