

JOB PROFILE
CLIENT SERVICES DEPARTMENT

SENIOR CLIENT EXECUTIVE

Reporting Line: Team Leader, Manager

KEY RESPONSIBILITIES

- Responsible for a portfolio of clients and acting as the direct point of contact;
- Ensure a timely, precise and high quality service delivery to all clients;
- Ensuring compliance with anti-money laundering procedures, working closely with compliance team for the proper due diligence in gathering all the necessary data and information for a full new client review;
- Attend to corporate secretarial functions;
- Drafting of minutes/resolutions;
- Prepare and organize board documents efficiently and in a timely manner;
- Attending board and other meetings as required;
- Instructing payments, statutory filings/returns and ensure a timely delivery
- Attend to client queries in a timely manner with a high service standard ensuring ownership through to completion;
- Proactively resolve clients moderate to complex issues and escalating as required;
- Responsible for incorporation of client entities, i.e. the ROC & FSC application process;
- Liaise with external parties such as bankers, auditors, lawyers and regulatory bodies;
- Liaise with related authorities for permits and licenses;
- Build and maintain good relationship internally with juniors, peers and line manager;
- Coach junior members of the team in all areas of their work;
- Maintaining proper and complete file for each client – physical as well as on the DMS;
- Daily and effective input on timesheet or any time management system;
- Attend client meetings with Team Leader/Manager as and when required;
- Ensure that necessary filings as per the legal and regulatory framework are made within the prescribed deadline;
- Ensure that the required information are uploaded and updated on the relevant internal systems in place;
- Ensure that invoices are prepared by the finance department on time;
- Prepare client invoices as part of the billing process;
- Ensure compliance of portfolio with applicable legal framework;
- Familiarize and adhere to internal policies and procedures;
- To identify training needs of team members and 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);
- Excellent knowledge of Legal & Regulatory framework;
- **Experience:** Either 4 years of working experience as a Corporate Administrator Or 2 years in a Senior Corporate Administrator's role within a Management Company;
- Ability to work autonomously in a highly demanding environment;
- Excellent Customer Relations skills;
- A high level of accuracy and attention to detail;
- Excellent written and verbal communication skills - ability to draft effective communications (emails, letters, memos, reports, instructions) with good grammar, spelling & proofreading skills;
- Strong organizational, multi-tasking skills and time management skills;
- Critical thinker with the ability solve complex problems and take decisions;
- Ability to maintain high level of confidentiality;
- Computer Literate: Ms. Office Word, Excel, PowerPoint & Outlook.