

Job Profile for the Unit Head, Client Services and Funds Administration

Job Objective:

Provide excellent Customers Services and promote Customer Loyalty. Act as the Office of the Registrar to the Mutual Funds being managed. Supervise and monitor the activities of the team and subordinates providing the necessary controls and ensuring efficiency and effectiveness of processes.

Role Qualification

Academic/Professional: BSc. from a reputable tertiary institution. Possession of a professional qualification (i.e. CFA/ ACA/ACCA or other of similar equivalence) will be an advantage.

Work experience: Minimum 5 years work experience with at least 3 in related job role and at least 2 years' leadership experience

Key Responsibilities and Accountabilities

- To supervise the day-to-day activities of the CSFA Unit
- Updating the CSFA manual on a timely basis and maintaining quality standards at all times.
- Implement strategies together with traders on executing clients' mandates.
- Handle client enquiries
- Supervise daily reconciliation of client transactions
- Prepare monthly management fees schedule
- Liaise with SEC on reporting for the Mutual Funds.
- Participate in product development, repackaging and structuring
- Collaborate with IT and Marketing on digitalization of the investment management processes
- Build relationships with clients by providing excellent services so as to promote customer loyalty
- Maintain AMIL's social media presence by providing discussion topics and posts
- Interface between Clients and AMIL, while also generating AUMs
- Prepare reports and statements
- Develop customer services policies as well as complaints and feedback procedures
- Provide adequate management reporting as required

- Prepare periodic returns and reports for SEC
- Careful monitoring of clients' mandates to ensure effective and efficient execution
- Carry out any other assignment that might be delegated by the Group Head or CEO
- Build relationships with clients by providing excellent services so as to promote customer loyalty
- Provide adequate management reporting as required

- Supervise and closely monitor the activities of subordinates ensuring key performance indicators set out for each year are met
- Think creatively to bring about innovation in performing tasks

Skill & Competencies

- Advanced Relationship management skills
- Intermediate Investment Analysis Skills
- Advanced Business Writing Skills
- Advanced Presentation Skills
- Advanced Computing Skills

Interested Applicants should send their CVs to **jobtalentrecruit@gmail.com** stating the role applied for as subject of mail. e.g “Unit Head, Client Services and Funds Administration”