

Futuregrowth has a vacancy for a Client Services Officer in the Client Services team

Preference will be given to suitably qualified previously disadvantaged candidates who add to the diversity of the company at all levels, and to permanent staff who apply for the position.

Purpose

To assist with all aspects of client service queries and client reporting to segregated and pooled fund clients and to play an integral part of the client reporting process.

Clients

- Institutional clients
- Administrators, consultants and auditors of institutional clients
- Internal teams

Key Result Areas

1. Daily, monthly and quarterly reporting, including regulatory returns
2. Facilitate new client take-on and transitions onto platforms
3. Resolution of client queries in a professional and timeous manner
4. Management of client cash flows
 - Liaison with clients & investment team to ensure that client disinvestments and cash flow requirements are accommodated
5. Monitoring of outsourced administration including the checking of bank and scrip reconciliations
6. Implementation of the clients' Investment Management Agreement (IMA) (i.e the management fees and reporting requirements).
 - Verification/calculation of client management fees
 - Correct invoicing and collection of management fees
 - Sending out required reports/information as per agreed timelines
7. Audit confirmations
 - Audit certificates
 - Resolution of audit queries

Directors

PE Rackstraw (Managing Director) AC Canter* H Beets** H George*** M Patel DM Lerutla
*American **Dutch ***British
Reg No. 1996/018222/07
A licensed Financial Services Provider

8. Operational projects
 - Assist team in delivering on key operational projects and process improvements
9. Take-on of new clients
 - Backup support for take-on process for new clients

Technical/Professional Knowledge & Skills

- B Comm or similar qualification
- Understanding of financial markets and instruments, particularly fixed interest and credit
- Knowledge and understanding of investments and benchmark calculations
- Mathematical skills
- MS Office, especially Excel
- Experience in a similar role an advantage
- Experience using HiPortfolio an advantage

Competencies:

- Problem solving skills
- Building and maintaining relationships
- Teamwork and collaboration
- Quality orientation (includes attention to detail)
- Client focus
- Stress tolerance
- Good communication skills, both written and verbal
- Initiating action
- Results orientation

Closing date:

If you are interested in this position please forward your CV to me by Tuesday, 25 July 2017.