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FUTUREGROWTH
/ ASSET MANAGEMENT

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 be responsible for client reporting to specific clients and to facilitate workflow and processes within the Client Services team. The incumbent will report to Hafiza Zoutenberg.

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

Responsibilities:
- Client reporting
  - Reporting for allocated clients (segregated and pooled)
  - Daily client cash flow processing/monitoring
  - Compile and review of regulatory returns
  - Assist with client and audit queries in a professional and timeous manner
  - Facilitate asset transfers and transitions to/from clients

- Facilitate client reporting processes and workflow
  - Oversee workflow within the team
  - Back up to CSOs when required
  - Coordinate processes across multiple teams, e.g. quarterly reporting and month-end fund price checks
  - Management of overall management fee collection process

- Additional specialist duties
  - Compile monthly reports, e.g. assets under management and cash flows
  - Assist with the submission of four funds tax computations
  - General assistance to the Client Services Manager as and when required
  - Ownership and reporting of cash and scrip recons

- Partnerships
  - Management of partnership portfolios and outsourced administrator
  - Assist with preparation and review of annual financial statements

- Ad hoc project work
  - Facilitate the running of various projects and enhancements relating to the team.
  - Assist in the testing and implementation of various projects impacting the team.

Technical/professional knowledge and skills

- B.Com or B Com Hons or similar qualification with a focus on financial subjects
- Minimum 5 years' experience in asset management portfolio administration, client services or a related operational role
- In depth understanding of client service operations within asset management
- Strong technical knowledge of client administration transactions, as well as financial instruments.
- Relevant experience in Asset Management administration required (specifically Fixed Interest)
- Experience in managing multiple projects
- Proficient in Hi-Port or similar
- Proficient in Excel (including formulae, and the manipulation of data and spreadsheets)
- Knowledge of Four Funds tax
- Knowledge of GIPS requirements
- Understanding of and experience with unitised funds
- Experience in review of AFS

Competencies:

- Client focus
- Building and maintaining relationships
- Communicating effectively, both verbal and written
- Teamwork and collaboration
- Displaying drive and purpose
- Adaptability
- Analytical and problem solving skills
- Planning and organising skills
- Quality orientation