



PR/097361 | Affluent Relationship Manager

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1604804

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

August 11th, 2026 05:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

OVERVIEW

Our client is a private banking offering holistic wealth management, investment advisory, and wealth planning for high-net-worth individuals globally.

Job Description

You will be part of a team of highly trained professionals responsible for delivering a high-quality and consistent service experience to Privilege clients. You will manage, strengthen, and sustain client relationships by understanding clients' needs, coordinating service resolutions, and ensuring adherence to established service, operational, and regulatory standards.

This role plays a key part in enhancing client satisfaction, supporting client retention initiatives, driving business growth through cross-selling opportunities, and ensuring full compliance with KYC and AML requirements.

Key Responsibilities

- Serve as the primary point of contact for Privilege clients, providing financial advisory services and appropriate financial and investment solutions while consistently delivering high service standards.
- Coordinate with internal stakeholders to provide a seamless client experience across operational, servicing, and administrative touchpoints.
- Provide timely and accurate information, ensuring client needs are addressed professionally and with a strong service orientation.
- Fulfil KYC and AML obligations in accordance with regulatory requirements and internal policies.
- Ensure proper advisory procedures and documentation while adhering to the Bank's internal policies, business processes, and regulatory requirements (e.g., FAA and other relevant statutory acts).
- Contribute to key business metrics through service excellence, including:
 - Reducing Gate Outflow by implementing retention strategies to minimise client attrition.
 - Growing Deposits by fostering trust-based relationships and delivering consistent service.
 - Improving the Qualified Ratio by enhancing portfolio quality through structured client engagement and effective service governance.

Qualifications and Requirements

- 3 to 8 years of relevant experience in banking, client servicing, or relationship management, preferably within affluent banking or retail banking segments.
- Strong understanding of banking processes, service operations, and client servicing frameworks.
- Prior exposure to AML, KYC, or regulatory processes within a financial institution is an advantage.
- Excellent interpersonal, communication, and stakeholder management skills, with the ability to effectively address diverse client needs while maintaining a strong service mindset.
- Self-motivated, organised, and committed to delivering service excellence.
- Possess relevant accreditation (M1B, M2B, M5, M6, M6A, M8, M8A, M9, M9A, HI)

We regret to inform that only shortlisted candidates will be notified.

EA: JAC Recruitment Pte. Ltd.

EA Licence: 90C3026

EA Reg No. R1879356

EA Personnel Name: Tan Deshun

#LI-JACSG

#countrysingapore

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Company Description