

PR/097729 | Client Onboarding Operations Specialist, Brokerage & Global Markets

Job Information

Recruiter
JAC Recruitment Singapore

Job ID
1616039

Industry
Bank, Trust Bank

Job Type
Permanent Full-time

Location
Hong Kong

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 07:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Company Overview
A company in the securities industry is hiring for a Financial Institutions Client Onboarding Specialist position.

This is an exciting opportunity to join a fast-paced environment supporting institutional client onboarding activities across Financial Institutions. The role offers broad exposure to stakeholders across Front Office, Compliance, Legal, and Operations functions, while playing a critical part in ensuring a seamless onboarding experience and maintaining high regulatory standards.

Job Description

- Manage the end-to-end onboarding process for Financial Institution clients, ensuring all requirements are completed within established service levels.
- Coordinate the collection, verification, maintenance, and system input of KYC and CDD information, ensuring documentation is complete and properly archived prior to account activation.
- Monitor and resolve outstanding CDD deferrals by proactively engaging with clients and internal stakeholders to obtain required information and documentation.

- Conduct daily operational reviews, including sanctions screening, World-Check screening, CRS and FATCA classifications, and maintain accurate client records within internal systems.
- Ensure strict adherence to AML policies, regulatory requirements, and internal controls, escalating any discrepancies or potential concerns promptly.
- Partner closely with Front Office, Legal, Compliance, and Back Office teams to facilitate efficient onboarding processes and minimize operational bottlenecks.
- Support system testing, data remediation exercises, and process enhancement initiatives to improve operational efficiency and client experience.

Qualifications

- Bachelor's degree or above. Candidates with qualifications in Information Technology, Computer Science, or a related discipline are preferred.
- Minimum 5 years of operations experience within Financial Institutions, with a strong focus on institutional client onboarding.
- Prior experience supporting Brokerage, Global Markets, and Investment Banking businesses is essential.
- Solid understanding of Financial Institution onboarding requirements and documentation.
- Proven ability to manage high-volume onboarding workflows with strong attention to detail and accuracy.
- Demonstrated capability to prioritize multiple cases simultaneously and perform effectively in a deadline-driven environment.
- Experience leveraging AI solutions and automation tools to enhance operational efficiency will be advantageous.
- Strong knowledge of KYC, CDD, AML, sanctions screening, CRS, and FATCA processes.
- Excellent communication and stakeholder management skills.
- Proficiency in both English and Chinese, including spoken and written communication.

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

EA: JAC Recruitment Pte. Ltd.
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