



PR/095715 | Assistant Relationship Manager - GCNA

募集職種

人材紹介会社

ジェイ エイ シー リクルートメント シンガポール

求人ID

1554820

業種

銀行・信託銀行・信用金庫

雇用形態

正社員

勤務地

シンガポール

給与

経験考慮の上、応相談

更新日

2025年10月21日 01:00

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

無し

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

OVERVIEW

Our client, a Swiss Private Bank, is looking for an Assistant Relationship Manager for their GCNA Desk in Singapore.

The Assistant Relationship Manager (ARM) is a key member of the team within Private Banking. He/she supports the Relationship Manager (RM) and Team Head (TH) in daily operations, administration, client care and relationship management.

The ARM interacts with internal as well as external stakeholders, provides clients with relevant information and supports the RM in implementing customized solutions in all tasks related to the delivery of excellent service to the clients.

He/she may be the first point of contact for the client and as such, being able to gain the client's confidence and give a positive, professional impression will be a strong asset. In this context, strong inter-personal skills are needed, together with a service-oriented mindset.

The ARM is responsible for the accurate and timely processing of client instructions, as well as the efficient handling of client enquiries, escalating to senior colleagues where necessary.

He/she will also assist the Relationship Manager with administrative tasks such as the preparation of presentations, the organizing of meetings, events and business trips as well as ad hoc analysis and research.

Furthermore, the ARM acts as role model in bringing the best service quality to the RMs/TH in a fast, professional and friendly manner and thus helping the team to manage and grow its current client base.

He/she channels client feedback to the relevant individuals/departments within the Bank to foster continuous improvement and fast adaptation of processes. This position is the backbone of Client Relationship Management.

Responsibilities

Client Administration & Management

- Supports RMs/TH in client interaction and all related tasks (systems, processes, files, documents etc.) with high-quality, precision and timely responsiveness
- Customizes client requests (reporting, statistics, mailings etc.)
- Manages the RM/TH's calendar, prepares client meetings, organizes business trips, completes the post processing of client calls, client meetings or business trips for RMs/TH
- Compiles presentations, supports in drafting investment proposals and in marketing activities if needed (client reception, meetings, business trips, events etc.)
- Ensures coverage in case of own absences

Business Management

- Regularly collects and exchanges relevant information necessary for the job
- Organises himself/herself in an efficient and compliant manner and ensures timely and appropriate information of the superior
- Conducts reviews, plans ahead and documents his/her work at all times
- Supports RM/TH in implementation of projects and initiatives
- Provides professional input proposals for improvements based on experience, incident occurrence or observation
- Manages the expense claim process for RMs/TH
- Provides on-going administrative support:
 - Processes client payment orders, executes securities, funds, bonds, MM / FX trades
 - Deals with client enquiries and resolves where possible
 - Manages diaries, books client meetings, assists with events preparation
 - Prepares for RM business trips; organizes travels, preparing client presentations
 - Maintains client contact frequency and updates records
 - Ensures compliance with local & internal regulations, e.g. client documentation, client's instructions etc.
 - Organizes team meetings, takes the minutes and follows up on action points
- Assists the RM in achieving their targets:
 - Identifies opportunities for share of wallet increases / cross sales
 - Contacts clients to check satisfaction with service levels and to enquire additional needs
 - Undertakes research assignments as required

Regulatory Responsibilities &/Risk Management & Controls

- Actively helps managing risk (support first line of defence), i.e. in client documentation, by raising concerns, following up on issues and by escalating when in doubt
- Ensures adherence to local regulations and compliance with internal policies and standards (e.g. new account openings, payment instructions, reviewing client phone calls or signing off at own level of competence etc.) in collaboration with the respective RMs and TH
- Ensures timely clearance of pending items and escalated deficiencies
- Ensures appropriate ethical and compliant behaviour in his/her area of responsibility
- Ensures correct, meaningful and understandable documentation of client interaction/client orders in the corresponding tool (e.g. CRM, DiAS)
- Demonstration of appropriate values and behaviors including but not limited to standards on honesty and integrity, due care and diligence, fair dealing (treating customers fairly), management of conflicts of interest, competence and continuous development, adequate risk management, and compliance with applicable laws and regulations

Requirements

Personal and Social

- Customer focused and good interpersonal and communication skills
- Must be able to speak English and Mandarin to communicate with clients.
- Understands the execution and back office processes as well as the legal & compliance procedures
- Ability to set priorities and work under pressure
- Good and fast learning ability
- Team oriented personality (team player) with attention to detail
- Excellent situational adaptability (able to work with RMs and clients from diverse backgrounds)
- Friendly, trustworthy and discreet personality with high level of risk awareness
- Highly service oriented and passionate about client servicing
- Always communicates in a friendly, competent and professional manner
- Open, approachable and displays genuine interest in people and in improving processes
- Systematic, precise and diligent working style and the ability to perform under pressure
- Personal integrity and ethical behavior

Professional and Technical

- Sound affinity with the geographic market(s) covered, i.e. familiar with the legal and regulatory environment as well as cultural awareness
- Good understanding of relevant products and services in Private Banking
- Basic knowledge of global financial markets and current developments in the industry
- Proven track record in servicing banking clients with complex needs (onboarding of new, maintaining and extending current relationships)
- A good university degree in Finance, Economics or related discipline
- At least 3 years of relevant ARM experience in Private Bank set up
- CACS Papers 1 and 2
- Preferably with CMFAS Modules 1B, 5, 6A, 8A certification
- Working knowledge of T24, Olympics and TEMOS
- Working knowledge of Microsoft Office applications (e.g. Word, Excel, Powerpoint, etc)

Regulatory (where applicable)

- MAS Registered/Appointed Representative

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

EA: JAC Recruitment Pte. Ltd.
EA Licence: 90C3026
EA Personnel: R1872039
EA Personnel Name: Nurdiana Teng Abdullah

#LI-JACSG #countrysingapore

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