

Turkey Jobs Expertini®

Financial Institutions, RM Support/Client Manager

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Company: Standard Chartered Bank

Location: İstanbul

Category: other-general

:17/May/2024, 6:59:00 PM

Who we are and what we do

Standard Chartered Bank is a leading international banking group, with a presence in 57 markets and serving customers in over 120 markets worldwide through our network.

Our purpose is to drive commerce and prosperity through our unique diversity, and our heritage and values are expressed in our brand promise, here for good.

We're listed on the London and Hong Kong Stock Exchanges.

Standard Chartered has had a presence in Türkiye since 2003, providing corporate and institutional banking products and services to a select number of large multinational corporates and financial institutions. Leveraging Standard Chartered's vast geographical network, local market knowledge and expertise, our team is able to support our clients with their banking needs across the markets we operate, Europe, America, Asia, Africa and the Middle East.

Job Summary

Perform end-to-end orchestration across all processes and services managed by Client Management

Engage clients throughout process, ensuring seamless delivery and client experience

Own and drive execution of processes, working closely with stakeholders and the value chain to deliver excellent client service, getting clients to the point of ready-to-transact as quickly as possible, across both simple and complex cases.

Drive continuous improvement of the operational efficiency and effectiveness of processes to increase the consistency of systems and processes

Support the client coverage team with client onboarding/ KYC

Understand and develop recognizable knowledge of SCB's CDD guidelines, policy interpretation and drive in-country adherence/ adoption of policy changes/ updates

Understand key regulations essential to KYC field: MIFID, FATCA, CRS etc.

Provide guidance on CDD SCB policies and procedures to RMs, supporting completion of CDD reviews.

Responsibilities

RM support/Analyst is responsible for proactively managing the client account on all day-to-day maintenance activities to ensure the highest level of client service and relationship health.

RM support/Analyst will support the Global Account Manager, Regional Account Managers (RAMs) or Field Account Managers (FAMs) on the corporate and financial institutions client portfolio to drive revenue growth outcomes, build a profitable client relationship and to ensure strong client delivery execution. The role involves close partnership with Credit Analysis, Credit Risk Control, Credit Risk, as well as Product teams.

The role also requires active engagement and collaboration with colleagues in our network covering foreign local and regional subsidiaries of our clients. The role involves providing centralized support for the CIB business in the completion of CDD, liaising with the Relationship Managers (RMs), clients, legal and compliance, as required, in order to streamline CDD for new client on boarding and reviews.

Required Qualifications

Ideally 3-5 years experience in corporate banking and or financial institutions

Understanding of risks including client due diligence (KYC), credit risk etc..

Understanding of key regulations essential to KYC field: MIFID, FATCA, CRS etc.

Pro-active and solution-oriented work attitude analytical, multicultural displaying awareness and sensitivity

Strong execution ability, high discipline with ability to multi-task effectively

Ability to work independently without direct supervision and under pressure and within tight timeframes

Has a clear understanding of the client needs being serviced

Strong ability to positively influence stakeholders across value chain to both orchestrate and execute on processes and deliver exceptional client service and experience

Ability to positively engage and build rapport with clients

Problem solver; looks for solutions and finds ways to progress despite blockages

A team player with good interpersonal skills

Language skills:

Excellent command of English and Turkish (both written and verbal)

This job description provides a high-level review of the types of work to be performed. Other job-related duties may be assigned as required.

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