

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - CLIENT IMPLEMENTATION ANALYST					
Sector	Financial Services				
Track	Sales, After Sales, Distribution and Relationship Management				
Occupation	Client Implementation Analyst				
Job Role	Client Implementation Analyst				
Job Role Description	<p>The Client Implementation Analyst is responsible for handling clients' queries and processing issues. He/She is responsible for coordinating communications with clients in order to understand their needs, expectations and potential conflicts. He provides support in compiling documentation and completing administrative tasks for the implementation process as well as in facilitating interactions with internal stakeholders.</p> <p>The Client Implementation Analyst excels at communicating effectively and builds strong relationships with customers and internal stakeholders. He prioritises clients' needs and is committed to supporting the delivery of timely client solutions.</p>				
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Manage client satisfaction	Key Tasks		
			Coordinate on-going client management activities		
			Collect data to understand causes of conflicts raised by clients during process execution		
			Understand expectations of clients and key stakeholders through effective communication		
	Execute and monitor post-sale implementation	Ensure compliance with regulatory requirements	Handle clients' queries and processing issues during process execution		
			Document implementation plan status, risks, issues and other findings to support effective process execution		
	Coordinate collaborative efforts to provide solutions to clients	Carry out administrative tasks in adherence to regulatory requirements	Coordinate with relevant internal departments and external stakeholders to implement credit, cash management and other product-related facilities		
			Assist in the preparation of documentation and manuals in adherence to policies		
		Provide administrative support to clients entering new markets	Monitor information related to client needs to support business development efforts		
			Escalate service issues to relevant internal stakeholders		
	Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
		Account Management	Level 3	Digital Literacy	Intermediate
Business Needs Analysis		Level 3	Communication	Intermediate	
Business Performance Management		Level 3	Service Orientation	Intermediate	
Business Requirements Mapping		Level 3	Problem Solving	Intermediate	
Change Management		Level 3	Teamwork	Intermediate	
Customer Experience Management		Level 3			
Ethical Culture		Level 3			
Service Challenges		Level 3			
Stakeholder Management		Level 3			
Programme Listing	For a list of Training Programmes available for the Financial Services sector, please visit: www.skillsfuture.sg/skills-framework/financial-services				

The information contained in this document serves as a guide.