

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - KNOW YOUR CUSTOMER/CUSTOMER DUE DILIGENCE MANAGER				
Sector	Financial Services			
Track	Operations			
Occupation	Know Your Customer/Customer Due Diligence Analyst			
Job Role	Know Your Customer/Customer Due Diligence Manager			
Job Role Description	The Know Your Customer/Customer Due Diligence Manager is responsible for having knowledge of the organisations' product suite and associated compliance requirements. He/She serves in an advisory capacity to make recommendations based on best practices. He performs customer onboarding in compliance with regulations, conducts periodic Know Your Customer (KYC) reviews and checks Customer Due Diligence (CDD) information of existing accounts.			
	The Know Your Customer/Customer Due Diligence Manager is a team player who is responsible and meticulous. He also handles enquiries and liaises with relationship managers for issues associated with customer accounts. He also possesses excellent analytical skills to review and analyse alerts and hits on customers' data.			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Assist in customer onboarding	Review customer information prior to account opening and ensure compliance with regulatory guidelines	
			Review high risk accounts to ensure compliance and adherence to organisation's policies, standards and procedures	
			Perform due diligence on new customers	
			Establish processes on customer onboarding matters with relevant stakeholders	
	Maintain and service accounts	Ensure documents and files are accurately maintained		
		Monitor performance of portfolios to ensure compliance with organisation wide risk strategies		
		Review customer account activities, statements and profiles for unusual activities		
		Perform investigations into unusual transactions and perform follow-up actions with relevant parties and management		
		Review filing of suspicious transaction reports		
		Ensure proper management of customer accounts and activities		
		Review accounts flagged to be closed		
		Handle difficult queries on Know Your Customer (KYC) issues from internal teams		
	Ensure compliance	Analyse customer information for regulators		
Review screening hits escalated from periodic checks of existing accounts				
Communicate policy changes to other business units based on industry trends and legislative changes				
Liaise with front office on documentation requirements or issues surfaced during customer reviews				
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Compliance Mindset Development	Level 4	Communication	Advanced
	Continuous Improvement Management	Level 4	Teamwork	Intermediate
	Corporate and Business Law Application	Level 4	Interpersonal Skills	Intermediate
	Customer Acceptance Checking and Onboarding	Level 3	Leadership	Intermediate
	Customer Relationship Management	Level 4	Decision Making	Intermediate
	Data Governance	Level 4		
	Ethical Culture	Level 4		
	People Performance Management	Level 4		
	Policy Implementation and Revision	Level 4		

	Regulatory and Legal Advisory	Level 4		
	Regulatory Compliance	Level 4		
	Regulatory Risk Assessment	Level 4		
	Risk Analytics	Level 4		
	Service Challenges	Level 4		
	Stakeholder Management	Level 4		
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.