

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - KNOW YOUR CUSTOMER/CUSTOMER DUE DILIGENCE ANALYST					
<b>Sector</b>	Financial Services				
<b>Track</b>	Operations				
<b>Occupation</b>	Know Your Customer/Customer Due Diligence Analyst				
<b>Job Role</b>	Know Your Customer/Customer Due Diligence Analyst				
<b>Job Role Description</b>	<p>The Know Your Customer/Customer Due Diligence Analyst supports the manager in performing customer onboarding in compliance with regulations, conducts periodic Know Your Customer (KYC) reviews and checks Customer Due Diligence (CDD) information of existing accounts. He is the first line of Anti-Money Laundering (AML) and compliance support and assists in transaction monitoring, name screening, reporting, and alerting to the relevant parties where required.</p> <p>A team player who is responsible and proactive, he supports the team in handling enquiries from internal stakeholders. He is also highly meticulous and detail-oriented with an ability to absorb information quickly.</p>				
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	Assist in customer onboarding	<b>Key Tasks</b>		
			Request and verify customer information		
			Conduct risk assessments of new customers		
			Support in conducting due diligence on new customers		
	Maintain and service accounts	Communicate with relevant stakeholders to obtain documentation required for customer onboarding			
		Maintain documents and files, updating customer information when required			
		Review existing customers including high-risk accounts to ensure customers are within organisation's risk limits			
		Understand customers' needs and businesses to monitor activities for unusual transactions			
		File suspicious transaction reports			
		Maintain continuous contact with new and existing customers			
		Close customer accounts when requested			
	Ensure compliance	Address queries on Know Your Customer (KYC) issues from internal teams			
		Provide information to management on any customer issues			
		Conduct periodic Know Your Customer (KYC) and Customer Due Diligence (CDD) checks of existing accounts to ensure adherence to regulatory guidelines			
		Understand due diligence regulations, policies and procedures			
Provide relevant documentation for customer reviews					
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>			<b>Generic Skills and Competencies (Top 5)</b>	
	Continuous Improvement Management	Level 3		Communication	Intermediate
	Customer Acceptance Checking and Onboarding	Level 2		Interpersonal Skills	Intermediate
	Customer Relationship Management	Level 3		Teamwork	Intermediate
	Data Governance	Level 3		Managing Diversity	Intermediate
	Ethical Culture	Level 3		Service Orientation	Intermediate
	Regulatory Compliance	Level 3			
	Regulatory Risk Assessment	Level 3			
	Service Challenges	Level 3			
	Stakeholder Management	Level 3			
<b>Programme Listing</b>	For a list of Training Programmes available for the Financial Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/financial-services">www.skillsfuture.sg/skills-framework/financial-services</a>				

The information contained in this document serves as a guide.