

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - ACCOUNT OPERATIONS MANAGER				
<b>Sector</b>	Financial Services			
<b>Track</b>	Operations			
<b>Occupation</b>	Account Operations Analyst			
<b>Job Role</b>	Account Operations Manager			
<b>Job Role Description</b>	<p>The Account Operations Manager manages the daily activities of customer account processing and maintenance operational tasks. He/She oversees the implementation of standard procedures relating to account opening and closing as part of customer onboarding and/or off-boarding activities. He is tasked with offering operational support to assist in customer servicing activities relating to account maintenance and documentation management. He ensures that customer accounts are processed according to applicable regulations and policies. He focuses on customer transaction activities to ensure they proceed smoothly.</p> <p>The Account Operations Manager is a task-oriented individual with strong organisational skills and an attention to detail. He is comfortable working at a fast pace and is able to manage competing priorities. He has integrity and possesses strong managerial skills to lead and guide a team of various resources. He is able to manage and minimise risks within daily operations.</p>			
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>		
	Facilitate customer onboarding and/or off-boarding	Conduct regular quality assurance reviews to ensure account processing, maintenance and document management are conducted in line with quality standards and regulatory compliance requirements		
		Manage daily operations and service delivery to ensure operational efficiency and appropriate controls are in place		
		Provide guidance to operational staff on standard operating procedures to facilitate customer account opening and closing		
		Oversee collaborations with business assurance and/or customer-facing staff to ensure Know Your Customer and Customer Due Diligence (KYC/CDD) checks and onboarding processes are completed		
		Ensure account documentation management processes are in place with supporting systems		
		Assess need for additional approvals depending on customer risk profiles and account criteria		
	Manage account maintenance	Oversee servicing or customer requests and/or instructions on static maintenance updates		
		Ensure adjustments for pre-processing and processing errors are resolved in a timely manner		
		Enforce standard operating procedures for processing account changes		
		Verify transactions processed for customer accounts against transaction reports and process adjustments		
		Monitor team performance against agreed Service Level Agreements, quality assurance standards and data protection procedures		
		Review accuracy of regular reconciliations for related financial reports and accounts		
		Review and take preliminary steps to address irregular account activities identified		
	Assist in servicing customer activities	Provide advisory to front line staff on account opening, customer information maintenance and bank documentation matters		
		Manage customers and agent queries and/or complaints that have been escalated		
		Monitor and execute defined corrective actions for accounts and/or transactions with documentation deficiencies and exception		
		Identify continuous improvement opportunities for operations processes		
		Oversee product administration and management processes to ensure compliance with established policies and procedures		
		Oversee daily operations for policy processing to ensure efficiency		
		<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>
Budgeting		Level 4	Communication	Advanced
Business Planning		Level 4	Digital Literacy	Intermediate
Business Requirements Mapping		Level 4	Problem Solving	Intermediate
Collateral Management		Level 4	Decision Making	Intermediate
Continuous Improvement Management		Level 4	Teamwork	Intermediate
Customer Acceptance Checking and Onboarding		Level 3		

<b>Skills and Competencies</b>	Data Collection and Analysis	Level 4		
	Data Governance	Level 4		
	Ethical Culture	Level 4		
	Financial Statements Review	Level 5		
	People Performance Management	Level 4		
	Quality Assurance	Level 4		
	Regulatory Compliance	Level 3		
	Risk Management	Level 3		
	Standard Operating Procedures Development	Level 4		
	Technology Application	Level 4		
	<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.