

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - ACCOUNT OPERATIONS ANALYST				
<b>Sector</b>	Financial Services			
<b>Track</b>	Operations			
<b>Occupation</b>	Account Operations Analyst			
<b>Job Role</b>	Account Operations Analyst			
<b>Job Role Description</b>	<p>The Account Operations Analyst is accountable for day-to-day execution of customer account processing and account maintenance procedures. He/She is responsible for processing customer requests for account opening, closing to facilitate onboarding and off-boarding activities in support of front line relationship management and product sales activities. He manages customer documentation, verifies account activities, customer details and practices regulatory compliance while meeting quality standards for operational activity.</p> <p>The Account Operations Analyst is ethical and attentive to detail to ensure data accuracy. He is able to work within tight deadlines and is process and results-oriented. He is collaborative and able to work as a team towards shared goals.</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	Review and verify customer data and necessary documentation required		
		Document customer data in appropriate systems		
		Facilitate name screening of customers during account opening activities		
		Process customer off-boarding and/or closure instructions		
		Liaise with business assurance and/or customer-facing staff to ensure Know-Your-Customer and Customer Due Diligence (KYC/CDD) and on-boarding processes are completed		
		Process applications for approval based on defined limits relating to account criteria and risk classifications		
		Ensure delivery of services by front-line staff and processing are conducted according to quality assurance standards		
		Perform filing and archiving of clients' documents and records		
	Manage account maintenance	Process and initiate account-related change requests and/or instructions received from customers and/or business units		
		Perform adjustments to correct pre-processing and processing errors in accordance		
		Monitor account activities, balances, limits and identify irregularities and escalate for review or action		
		Perform daily, weekly or monthly reconciliations for related financial reports and accounts		
		Execute data protection activities according to defined standard operating procedures		
	Assist in servicing customer activities	Maintain records of transactions and processing within customer accounts according to compliance requirements		
		Conduct and/or initiate customer call back to request, verify, and seek confirmation for transactions processing		
		Track, monitor and escalate all accounts and/or transactions with documentation deficiencies and exception		
		Analyse root causes of issues and provide inputs to continuously improve operations performance from a productivity, customer and risk perspective		
Process policy documents and provide various premium collection reports for commission pay-out purpose				
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Business Planning	Level 3	Teamwork	Basic
	Business Requirements Mapping	Level 3	Digital Literacy	Intermediate
	Collateral Management	Level 3	Communication	Basic
	Customer Acceptance Checking and Onboarding	Level 3	Problem Solving	Basic
	Data Collection and Analysis	Level 3	Service Orientation	Basic
	Data Governance	Level 3		
	Ethical Culture	Level 3		
	Financial Statements Review	Level 4		

	Quality Assurance	Level 3		
	Regulatory Compliance	Level 3		
	Standard Operating Procedures Development	Level 3		
	Technology Application	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.