



The Company

Established in 1993 by one of the leading banks in Namibia and their Head Office in South Africa, our client provides investment management services to Namibian institutional, corporate, and retail clients. A multi-specialist asset manager, they connect retail and institutional clients with multiple investment opportunities across asset classes and markets. Believing in multi-specialist investing to achieve extraordinary results, they serve mainly institutional and corporate investors with short-term cash management and medium to long-term investment needs. Their retail clients are comprised of individual investors, high-net-worth individuals, clubs, small business associations, and large corporates. An understanding of the complexity of markets, industries, sectors, and global events gives them a competitive edge to adapt to the environment, and to make informed investment decisions leading to excellent investment outcomes. As of 31 December, they jointly managed and administered R600 billion (US\$ 42 billion) worth of assets for more than 500 000 clients in 8 African countries, as well as in key developed markets. Our Client now seeks two technically astute professionals; professionals who are client-centric, knowledgeable, excellence and results-driven and career-orientated to steer collective company goals.

The Positions

The Client Service Consultant: Institutional Administrator will be the point person expected to service the top 20 corporate clients, while the Client Service Consultant will attend to all other clients. These two positions focus on providing excellent client service support via client query resolution, within Service Level Agreements, and by responding to evolving needs. The incumbents must therefore display an innate ability to work with stakeholders and foster meaningful relationships that exceed expectations. Reporting directly to the Operations Manager, the individuals in these positions will also need to attend to institutional and ad-hoc administrative duties. The Client Service Consultants (CSC) will be tasked to perform ongoing data remediation, enhanced due diligence and the monitoring, and flagging of any irregular transactions daily. These positions offer growth and stimulation as the roles evolve and as the organisation expands. It is important that the incumbents offer insightful information to clients, make qualitative deductions and assessments, and follow through with feedback. More so, display complete empathy with client needs responsively, while exhibiting a sound understanding of the industry- this coupled with excellent product knowledge to field client queries. This is an enticing opportunity for individuals with a keen interest in investments, offering professional growth for those who are willing to provide excellent service to the company. It is a good fit for mature, grounded, stable individuals who are committed and who can strongly identify with the ethos of a business that fosters cohesion, dynamism, dedication, uprightness, accountability, employee development and wellbeing.

Key areas of focus:

- **Customer Satisfaction:** Provide client support services in a timely, accurate, and professional manner. Satisfy customer needs by ensuring quality and efficient service. Attend to customer queries, complaints and telephone calls.
- **Customer Relationship Management:** Maintain an excellent business relationship with clients and ensure their needs are met as per set standards within SLA timelines.
- **Onboarding of Clients:** Track results of all newly onboarded clients to make sure funds are allocated with efficacy for a smooth transition.
- **Networking:** Establish a network at peer level within Namibia and South Africa to resolve issues and advance learning.
- **Due Diligence:** Perform customer due diligence and improvement where required.
- **Monitoring Transactions:** Implement transaction monitoring and investigate daily suspicious transactions/activities.
- **Competitor Analysis:** Identify major competitors and research their products and be vigilant in gaining intimate knowledge about the client to offer counteractive data and solutions.
- **Reporting:** Complete monthly/quarterly regulatory and client reporting.
- **Ad hoc:** Attend to ongoing relevant operational/institutional administrative duties.

The People

Minimum requirements:

- Degree in Economics, Commerce, or related field.
- 3 years' experience working in a financial services industry would be advantageous.
- Full appreciation and understanding of excellent client service.
- Strong administration experiential exposure.
- Knowledge of financial services and investments.
- Strong Microsoft Excel Skills and Knowledge.
- English fluency.

Competency requirements:

- Client service orientated and highly technical with good conceptual abilities.
- Ability to work under pressure.
- Dynamic and solutions driven.
- Able to establish and maintain positive working relationships with key stakeholders.
- Demonstrate an intellectual and professional disposition which earns the respect and trust of others.
- Effective planning and organisational skills.
- Take initiative and be innovative.
- Maintain a calm and deliberate disposition under conditions of stress.
- Be objective and impartial.
- Display good judgement.
- Open-minded and pioneering mindset.
- A dependable and acute sense of relationship building.
- Reflect with conviction the highest standards of ethics and integrity and the ability to manage both confidential and sensitive information.
- Emotional and social intelligence.

Interested?

Closing date: **13 November 2020**
Email your CV to apply1@potentia.com.na

Please be advised that all applications will be handled exclusively by Potentia Namibia Recruitment (Pty) Ltd and all selected candidates will be required to undertake an assessment test. Only electronic CVs will be accepted.