# Client Service - US Asset Management Firm

**Client Service**

## Job Information

**Recruiter**
Michael Page

**Job ID**
1523688

**Industry**
Asset Management

**Job Type**
Permanent Full-time

**Location**
Tokyo - 23 Wards

**Salary**
Negotiable, based on experience

**Refreshed**
February 25th, 2025 15:13

## General Requirements

**Career Level**
Mid Career

**Minimum English Level**
Fluent

**Minimum Japanese Level**
Fluent

**Minimum Education Level**
Bachelor's Degree

**Visa Status**
Permission to work in Japan required

## Job Description

Be the point of contact for institutional clients based in Japan. Provide seamless client support by coordinating with various stakeholders to solve client issues. Work in a tight knit team composed of Japanese and international colleagues.

**Client Details**

Our client is a US headquartered Asset Management with Asset Under Management (AUM) of over 600 billion worldwide. They are known for their research expertise, and providing a diverse investment approach across various asset classes and market.

**Description**

- Client Service
    - Provide great client service to institutional and wholesale clients across APAC, with primary focus on Japan.
    - Ensure client service deliverables timelines being adhered to.
    - Timely acknowledgement of clients' queries/request, and take full ownership of task resolution, which can be complex given that it crosses between institutional and wholesale, US-managed vs. EMEA C-pillar and EMEA B-pillar, and Alternatives group.
    - Work independently or with stakeholders to investigate/resolve client request/issues. Able to identify potential

road blocks, and escalate issues to senior management as appropriate, to ensure work around / ability to meet business and/or clients' needs.
    - Arrange and participate in review meeting, ensure materials are prepared accurately and delivered well in advance of meetings or client deadlines.
    - Provide timely updates to business as appropriate.

- Client Take-on
    - Effective communications regarding client take-on to relevant business areas.
    - Coordinate the negotiation and completion of legal agreements/application forms.
    - Coordinate all relevant documentation, including AML / KYC.
    - Progress operational set up with Operations team.
    - Establish reporting requirements and coordinating delivery with Reporting team.
    - Obtain sign-off from relevant business areas.

- Client Reporting
    - Manage deadline and work towards standardization of reports, wherever possible. Assist with non-standard client reporting as required.
    - Facilitate compliance sign-off of portfolio review / report decks (ensure review deck is ready, including translation as needed).
    - Communicate important notifications to fund investors such as fund updates, fact sheets, updated prospectus and performance summaries, shareholder notifications. and other pertinent information (ad-hoc/periodic reporting to local regulator/client).

- Other Wider Support Activities
    - Proactively engage within Client Services team and provide support where necessary.
    - Provide regular updates on broader Client Services activities.
    - Ensure client record and data are updated and documented in share drive.
    - Coordinate Client Service related projects (including testing) as assigned.
    - Managing ad-hoc issues / risk events that has client impact.

**Job Offer**

- Competitive salary and benefits
- A tight knit work environment
- Opportunities to work in a regional team

If you are motivated, client-focused, and ready for a challenging role in the buyside industry, we encourage you to apply for this Client Service position.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Tang Rea on +81368328606

## Required Skills

Below is a snapshot of what a successful applicant could look like for this role:

- Vast relevant experience in similar position, preferably in asset management or in an operations function within financial institutions.
- Demonstrates appropriate level of understanding of fund management, financial instruments, administration processes, performance analyses and reporting.
- Proficient in Microsoft Office applications, Bloomberg Professional and Salesforce.
- Able to work under pressure in delivering expected outcomes within short deadlines.
- Good listening, communication and interpersonal skills in dealing with stakeholders within the business as well as clients.
- Ability to work across businesses and geographies, to achieve effective outcomes.
- Japanese (Native) and Fluent in English (spoken and written).

## Company Description

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