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## Client Service - US Asset Management Firm

### Client Service

#### 募集職種

##### 人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

##### 求人ID

1523688

##### 業種

アセットマネジメント

##### 雇用形態

正社員

##### 勤務地

東京都 23区

##### 給与

経験考慮の上、応相談

##### 更新日

2025年02月25日 15:13

#### 応募必要条件

##### キャリアレベル

中途経験者レベル

##### 英語レベル

流暢

##### 日本語レベル

流暢

##### 最終学歴

大学卒：学士号

##### 現在のビザ

日本での就労許可が必要です

#### 募集要項

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 buy-side 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

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#### スキル・資格

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).

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#### 会社説明

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