

# Fund Operations Executive

## ROLE SUMMARY

Title: Fund Operations Executive  
Reporting to: Head of Operations  
Location: Wellington  
Date: October 2017

## PURPOSE

The purpose of this role is to provide operational support within the Shared Services business unit of Implemented Investment Solutions (IIS). As a member of the Shared Services team the role aims to provide outstanding, cost effective service to the Fund Hosting and InvestNow businesses and their clients.

## TEAM

The role is based in the Shared Services team. There will be no direct reports to this role.

## RESPONSIBILITIES

### Projects

- Provide operational support to major change projects e.g. RaboDirect transition

### Daily Operations

- Managing product liquidity (client and product driven cash flows);
- Validating daily unit prices;
- Collecting and storing data such as unit prices and index values;
- Checking and reporting transactions under AML/CFT regulations;
- Distributing fund data to third-parties, e.g., Morningstar and Aon;
- Performing other operational tasks as required to cover peaks of workload, staff absence, or for other reasons.

### Client and Investor Servicing

- Supporting investor on-boarding including FATCA, AEOI and AML checks;
- Answering the InvestNow 0800 number and providing support to investors via email and social media.

### Other

- Providing back-up to other IIS staff;
- Maintaining record-keeping and filing;
- Maintaining Salesforce records.

## Role requirements

### Knowledge & Experience

- Experience within the financial services environment is preferable but not essential;
- Experience in direct customer service roles especially in the financial services area;
- Experience in project delivery to a successful conclusion;
- Understanding of managed funds and other investment products is an advantage;
- Experience or exposure to accounts payable and receivable transactions for a business;
- Experience with spreadsheets and their application for reporting and monitoring purposes.

### Personal Attributes

- High degree of learning agility and intellectual curiosity;
- Team player who takes responsibility for their actions;
- Exceptional service orientation;
- Ability to contribute think innovatively and embrace change;
- Ability to set and manage priorities sensibly;
- Ability to manage and manipulate data;
- Excellent written and oral communication skills;
- Excellent interpersonal skills;
- Exceptionally self-motivated and directed;
- Technology savvy;
- Keen attention to detail.