

FUTUREGROWTH

/ ASSET MANAGEMENT

November 2022

FUTUREGROWTH ASSET MANAGEMENT IS RECRUITING!

We have an exciting opportunity available for a **Client Services Officer** in our Client Services team.

Futuregrowth is committed to transformation. A strong preference will be given to suitably qualified previously disadvantaged candidates.

Futuregrowth is also committed to becoming a fully COVID-vaccinated company. Therefore a strong preference will be given to COVID-vaccinated candidates.

Client Services Officer

Are you passionate about client service and are you seeking a rewarding career in fiduciary asset management? Do you have strong communication, organisational and interpersonal skills? Are you a self-starter, detail-oriented and adaptable, with a strong ethical base? Then this position might be for you!

Who is Futuregrowth?

Futuregrowth has been South Africa's leading Fixed Income manager for more than 20 years, with around R193 billion of client assets under management (as at 31 December 2021). We manage a range of fixed interest and development funds and play a leadership role in the asset management industry in South Africa. We are committed to investing our clients' funds in a responsible manner, with the interests of our clients always coming first. Futuregrowth is based in Cape Town and is operating with a hybrid working model: 80% from the office and 20% remotely.

Purpose of the position

- The candidate will be responsible for the reporting functions of specific clients and for facilitating workflows and processes within the Client Services team.

Key responsibilities of the position

1. Attending to client reporting and queries

This includes:

- Daily, monthly and quarterly reporting, including regulatory returns;
- Assisting with client and audit queries in a professional and timeous manner; and
- Facilitating new client take-ons and transitions onto platforms.

2. Facilitating client reporting processes and workflow

This includes:

- Overseeing workflows within the team (daily, weekly, monthly and quarterly rosters; team process checklists);
- Serving as a back-up to other Client Services Officers when required;
- Coordinating processes across multiple teams, e.g. month-end fund price checks, monthly reporting and quarterly reporting; and
- Coordinating overall management fee and dividend withholding tax collection processes and interest claims.

3. Additional specialist responsibilities

These include:

- Compiling monthly reports, e.g. assets under management and cash flows;
- Assisting with the submission of Four Funds tax computations;
- Providing general assistance to the Client Services Manager as and when required; and
- Owning and reporting on cash and scrip reconciliations.

4. Ad-hoc project work, including:

- Assisting the team in delivering on key operational projects and process improvements.

Knowledge and experience required

Skills, know-how and experience

- o Minimum of five years' experience in asset management portfolio administration, client services or a related operational role;
- o In-depth understanding of client service operations within asset management;
- o Strong technical knowledge of client administration transactions, as well as financial instruments;
- o Relevant experience in asset management administration (specifically Fixed Interest);
- o Experience in managing multiple projects;
- o Proficient in Hi-Port or similar;
- o Proficient in Excel (including formulae, and the manipulation of data and spreadsheets);
- o Knowledge of Four Funds tax;
- o Knowledge of GIPS requirements;
- o Understanding of, and experience with, unitised funds; and
- o Experience in the reviewing of Annual Financial Statements.

Technical/ professional qualifications

- o BCom, B Com Hons or similar qualification, with a focus on financial subjects;

Key behaviours and competencies

- o Be client focussed;
- o Good at building and maintaining relationships;
- o Ability to communicate effectively, both verbally and in writing;
- o Enjoy teamwork and collaboration;
- o Display drive and purpose;
- o Adaptability;
- o Analytical and problem solving skills;
- o Planning and organising skills;
- o Quality orientation;
- o Attention to detail; and
- o Results orientation.

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Recruitment process and closing dates

Selected candidates will need to attend a series of competency-based interviews/activities and a psychometric assessment.

Contact details

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