

## FUTUREGROWTH ASSET MANAGEMENT IS RECRUITING!

We have an exciting opportunity available for a **Senior Client Onboarding Specialist** in our Client Management team.

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

### Senior Client Onboarding Specialist

Are you passionate about investments, and seeking a rewarding career in fiduciary asset management? Do you have strong communication and interpersonal skills; are you highly organised and adaptable, with a strong ethical base? Then this position might be for you!

### Who is Futuregrowth?

Futuregrowth has been South Africa's leading developmental, responsible, and fixed-income investor for over 25 years. We manage a range of fixed interest and development funds, and play a key leadership role in the South African asset management industry. We are committed to investing our clients' funds in a responsible manner, with the interests of our clients always coming first.

### Purpose of the position

The Senior Client Onboarding Specialist role combines client relationship management with specialized onboarding and regulatory compliance. This position is key to delivering exceptional client experience, acting as the main point of contact for operational and service matters across institutional clients and consultants. This role leads all institutional onboarding activities ensuring adherence to AML/KYC/FICA compliance requirements, risk assessment, and regulatory verification, driving seamless experiences from first contact through to portfolio setup.

### Key responsibilities of the position

#### • Client Service and Relationship Management

- Act as the primary contact for all operational and service-related client requests and queries.
- Build and maintain trusted relationships with clients by delivering on commitments.
- Proactively identify client needs and expectations, using feedback and service insights to recommend and implement improvements that enhance the overall client experience.
- Escalating critical client feedback to manager for immediate resolution.

#### • Case Management System

- Responsible for tracking, monitoring and resolving all assigned client queries in the case management system ensuring SLA compliance.
- Maintain accurate and complete case data to enable reliable reporting, tracking, and insights that support excellent client service delivery.

# FUTUREGROWTH

## / ASSET MANAGEMENT

- Escalate complex issues when necessary while ensuring clients receive timely updates and resolutions.
- Support the team with the implementation of improvements as the system matures, ensuring alignment with client service needs.

### • Client Onboarding and Transitions

- Lead onboarding workflow as primary contact for clients throughout onboarding, driving timelines from initial engagement to portfolio setup while ensuring strict SLA adherence and smooth transitions.
- Conduct all AML, KYC, and FICA compliance checks for all clients.
- Conduct comprehensive risk rating and due diligence for all clients using existing risk-based framework, perform enhanced due diligence (EDD) for high-risk clients, and escalate exceptional cases to Compliance and Risk Officers.
- Collaborate with internal teams and lead periodic KYC refresh and remediation cycles.
- Maintain and update onboarding and AML/KYC procedures and act as custodian of all clients' legal agreements and FICA repositories ensuring sound record-keeping and compliance.
- Assist with team training on AML/KYC where necessary.

### • Client Data and CRM System

- Ensure that client information is updated and comprehensive AML/KYC compliance documentation maintenance is completed.
- At all times maintain accurate, up-to-date client records, onboarding status tracking, and interaction logs in the CRM system.
- Track all client interactions, onboarding milestones, compliance checkpoints, and feedback in the CRM system to identify service improvement opportunities.

### • Client Reporting and Audits

- In partnership with finance, dispatch client fee invoicing, resolving any issues and follow-ups ensuring revenue protection.
- Responsible for supporting client audit processes by providing requested information and timely and accurate responses to ensure client compliance.
- Responsible for the generation and delivery of client ad hoc and bespoke reporting as needed.

### • Client Meetings and Presentations

- Support the preparation for client review meetings.
- Over time, take ownership of hosting service review meetings.
- Support in providing data or presenting to clients when requested.

### • Collaboration and Cross-Functional Engagement

- Work closely with internal teams, such as Portfolio Management, Sales, Compliance, Risk, Legal, Client Operations and Client Reporting, to ensure seamless delivery of services and support.

- Assist with internal projects aimed at onboarding process improvement, compliance enhancement, automation initiatives, and client experience enhancements.

## • Process and Risk Management

- Ensure onboarding, AML/KYC, compliance, and process documentation is current and adhered to.
- Contribute to continuous improvement initiatives and digital transformation projects, particularly in onboarding efficiency and compliance automation.
- Identify and mitigate operational and compliance risks within client service and onboarding processes.

## Qualifications

- Relevant tertiary qualifications (e.g. BCom, Finance, Investment, Accounting).
- Post-graduate qualifications, diplomas, or professional certifications in Compliance, Risk Management, AML, Financial Crime Prevention or similar (advantageous).

## Knowledge and experience required

- 5-7 years' experience in client services, relationship management or a related operational role, with at least 3-5 years in client onboarding, AML/KYC operations, or compliance within institutional asset management or financial services.
- Proven track record conducting AML/KYC compliance checks, risk assessments, and due diligence for institutional clients including segregated mandates, pooled funds, and pension funds.
- Sound knowledge of AML, KYC, FICA, FATCA, and regulatory frameworks (FSCA, FAIS, FIC Act) with ability to interpret and apply complex requirements.
- Demonstrated experience leading or supporting KYC refresh cycles, remediation projects, and compliance audits in financial services.
- Experience conducting enhanced due diligence (EDD) for high-risk clients and making risk-based decisions with appropriate escalation protocols.
- In-depth understanding of asset management, including various asset classes, investment strategies, and risk management.
- Familiarity with the regulatory environment and compliance requirements for asset management firms.
- Awareness of industry trends and emerging technologies in client experience and relationship management.
- Proficiency in Microsoft Office Suite, particularly Excel, Outlook, PowerPoint, Planner, and SharePoint Online.
- Experience with AML/KYC screening software (World-Check, Refinitiv) and sanctions/PEP databases.
- Experience with BPM platforms, workflow automation tools, and onboarding systems.
- Experience with Charles River, Hiport, Infostore or similar investment management systems (advantageous).
- Experience with CRM systems, such as Microsoft Dynamics 365, is a plus.
- Familiarity with reporting systems and data visualization tools like Power BI, or similar platforms is a plus.

## Key competencies and behaviours

- Deep expertise in AML/KYC/FICA with ability to interpret complex regulations and apply them practically.
- Strong risk assessment capabilities with sound judgment on categorization and escalation.
- Client-centric mindset balanced with regulatory rigor and operational efficiency.
- Proven ability to work autonomously within established frameworks, with sound judgment on when to escalate.
- Takes accountability for onboarding outcomes and compliance deliverables.
- Training and mentoring capabilities to build team capability and ensure compliance standards.
- Exceptional organizational skills managing multiple onboarding cases while meeting strict SLA commitments.
- Process improvement mindset continuously seeking efficiency gains and enhanced client experience.
- Project management capabilities with experience leading or supporting remediation initiatives.
- Meticulous record-keeping with commitment to data integrity and audit readiness.
- Exceptional ability to build relationships with institutional clients and internal stakeholders.
- Excellent communication skills with ability to explain complex regulatory requirements clearly.
- Consultative approach and strong stakeholder management skills with ability to influence and coordinate across departments.
- Strong analytical and problem-solving abilities handling complex, high-risk cases.
- Dynamic thinker who takes responsibility and demonstrates patience with complex regulatory queries.
- Adaptable, managing multiple priorities in a fast-paced institutional environment.
- Flexible and innovative in offering practical solutions while maintaining regulatory compliance.
- Technologically proficient with enthusiasm for leveraging technology to improve processes and client experience.
- Strong ethical foundation and integrity essential for handling sensitive information.
- Collaborative team player who excels at independent work.

## Recruitment process and closing dates

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

## Application Link

[Click here to apply](https://bit.ly/4aoR8in) (https://bit.ly/4aoR8in)