

Consultant, Client Service, Investment Outsource Operations

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Company: Northern Trust

Location: Israel

Category: other-general

About Northern Trust:

Northern Trust, a global company, is a globally recognized, award-winning financial institution that has been in continuous operation since 1854.

Northern Trust is proud to provide innovative financial services and guidance to the world's most successful individuals, families, and institutions by remaining true to our enduring principles of service, expertise, and integrity. With more than 200 years of financial experience and over 22,000 employees, we serve the world's most sophisticated clients using leading technology and exceptional service.

The Impact: (Primary daily responsibilities)

Operations Management

Responsible for providing client service through oversight of daily functions and tasks, including but not limited to: cash processing, custodian reconciliations, front office reconciliations, client reporting, client fee billing, as well as general client inquiries regarding NT-provided data.

Cross-train on all oversight functions as assigned, and serve as backup for peers as necessary

Reinforce usage of NT, IOO or client best practices within IOO and its support teams

Responsible for multiple projects of various complexities

Able to identify opportunities for process or service quality improvement, while acting as a

liaison across the enterprise to drive execution

Understand and enhance procedures and controls to mitigate operational, financial, or reputational risk to the client and NT

Client Service Management

Responsible for understanding client's business and deliverables

Responsible for providing timely responses to client and internal stakeholder inquiries with limited manager input

Drive the engagement of other partners as appropriate to promptly resolve and remediate client inquiries/issues

Works to become a key subject matter expert on the IOO Operating Model, as well as the end-client's business

Assist in the development and rollout of process changes necessary to align with client support needs and/or best practices

Understand current Service Level Agreements (SLAs) which outlines roles and responsibilities between NT and the client that are directly related to job function(s)

Relationship Management

Act as a main point of contact and be accessible to other internal partners and teams supporting the client relationship

Independently build relationships with internal partners and teams and be able to use collaboration, persuasion or influence skills to solve client issues or improve client service

Serve as a key subject matter expert and mentor to junior-level employees

The Minimum Qualifications:

5+ years of relevant work experience supporting Financial Industry Operations, Asset Management, and/or Investment Operations clients

Knowledge of trade lifecycle and the various counterparties within the operating model

Examples of process efficiencies that have been implemented in prior roles

Proven, excellent oral and written communication skills

Demonstrated ability to prioritize and multi-task, and complete work with a sense of urgency that matches the client/issue

Strong Analytical, attention-to-detail and problem-solving skills

Moderate Excel (VLOOKUP, Pivot, etc.) and other MS Office application skills

The Ideal Qualifications:

A college or university degree

Direct investment management operations experience

Previous exposure to / experience with business process and/or technology enhancement initiatives

Experience with PowerBI or other data visualization applications

Working with Us:

██████████ partner, greater achievements await. You will be part of a flexible and collaborative work culture in an organization where financial strength and stability is an asset that emboldens us to explore new ideas.

Movement within the organization is encouraged, senior leaders are accessible, and you can take pride in working for a company committed to assisting the communities we serve! Join a workplace with a greater purpose.

We'd love to learn more about how your interests and experience could be a fit with one of the world's most admired and sustainable companies! Build your career with us and apply today.

Reasonable accommodation

██████████ working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation for any part of the employment process, please email our HR Service Center .

We hope you're excited about the role and the opportunity to work with us. We value an

inclusive workplace and understand flexibility means different things to different people. Apply today and talk to us about your flexible working requirements and together we can achieve greater.

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