

## Custody Client Service Senior Representative

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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 175 years of financial experience and over 22,000 employees, we serve the world's most sophisticated clients using leading technology and exceptional service.

The Asset Servicing, Custody group is comprised of multiple service teams that service over 1,000 client-appointed investment manager relationships and over 100 self-managed client relationships in North America. On the service team, the Senior Client Service Representative (Sr. CSR) acts as the primary point of contact for our investment manager and client relationships.

Additionally, the Sr. CSR is looked upon to demonstrate their leadership on the service team by working on relationships of greater complexity and difficulty, as well as offering support, mentoring, and training to new hires and representatives. In this fast-paced environment, it is critical for the Sr. CSR to possess the necessary developed time-management and analytical skills to successfully navigate the organization, as well as utilize a multitude of proprietary tools, resources, and applications to resolve inquiries and time-sensitive issues.

The role requires great attention to detail, adaptability, and the aptitude to perform in a multi-task environment.

**Major Duties:**

- 1 . A primary point of contact for client-appointed investment manager relationships and self-managed client relationships across North America.
- 2 . Servicing the investment manager, or client, with the commitment and adaptability needed to meet their expectations. The Sr. CSR is expected to service more challenging, multifaceted or investment diverse relationships.
- 3 . Develop and maintain relationships with assigned investment managers, or clients, and internal Northern Trust partners or groups to better understand the needs of the investment manager, or client, and articulate those needs to collaborate on query resolution, process improvements, and other service enhancements.
- 4 . Primary resource for Client Service Representatives for their questions and workload management; and be their first point of escalation for day-to-day activities.
- 5 . Interact with various internal partner groups to aide in or facilitate in the resolution of issues and inquiries across the many global markets the investment managers or clients invest.
- 6 . Develop and maintain strong technical knowledge of all systems and applications required to effectively service investment managers, clients, and/or internal Northern Trust partners.
- 7 . Stay informed of changing market conditions and procedures as advised/provided by internal communications or management.
- 8 . Adherence to all applicable risk management standards, policies, and programs to ensure Northern Trust operates with integrity and transparency in the markets where it does business.
- 9 . Actively involved in ongoing training for new hires and other members of the service team

**Qualifications/Experience:**

- 1 . College degree or relevant work experience in client servicing; financial services preferred.

- 2 . Prior to Asset Servicing, Custody experience preferred.
- 3 . Experience in a fast-paced, deadline-oriented environment where adaptability and multitasking are critical for success and development.
- 4 . Knowledge of general investment, finance, and business concepts, usually acquired through formal education or experience, is preferred.
- 5 . Knowledge/experience of Northern Trust systems and applications, where applicable.
- 6 . Strong verbal and written communication skills, as well as strong interpersonal abilities.
- 7 . Critical thinking, analytical problem solving, and organizational skills are required to identify and resolve issues, as well as to enhance ongoing personal development

### **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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