

Israel Jobs Expertini®

Sr. Client Service Manager, Institutional Trust

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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 partners, we serve the world's most sophisticated clients using leading technology and exceptional service.

About the Asset Owner Segment, Americas

The Segment is part of the Asset Servicing Division, responsible for roughly half of Northern Trust's total global assets under custody, as well as newly formed innovative businesses such as Northern Trust Front Office Solutions. This segment focuses on mission-driven asset owners across the Americas, primarily endowments, foundations, corporations, pensions, multi-national entities, and insurance companies.

This is an opportunity to transform how we serve our clients, partners, and stakeholders by leveraging the invaluable assets which exist within our people and our products, and applying discipline to client management and drive business growth.

Our vision: To be THE market-leading partner of choice in the asset owner segment through innovative products, unparalleled service, impeccable operational outcomes, and unyielding integrity and alignment to our clients.

We cannot do this without putting culture at the core. Our people, our behaviours, the decisions

we make all influence the ability to achieve success.

Working Model: Hybrid

We have a balanced hybrid working model to ensure you get the flexibility you need, and the successful candidate will spend their time between working in the office and working from home.

Job TitleSr. Client Service Manager, Institutional Trust

Summary

Manages the administrative and relationship needs of institutional trust clients. Respond to client inquiries and coordinates client activity. Identifies opportunities for expanding business relationships through additional products or services. Acts as key consultant to their clients.

Major Duties

Acts as the technical/industry expert in managing the delivery of master trust and custody services, analyzing client needs, recommending improvements, and assessing the impact of any newly recommended or additional financial services.

Manages the administrative and relationship needs of institutional trust client. Responds to inquiries from clients and coordinates client activity.

Identifies opportunities for expanding business relationships through additional products or services. Partners with Relationship Managers/Client Executives/Product Owners to expand shared relationships.

Acts as key consultant to client, assisting in formulation of best practices, redesign of processes, evaluation, and implementation of Trust and Custody services through creative ideas and problem-solving.

Ensures overall client satisfaction by facilitating efforts of service team, coordinating resources to ensure timely deliverables and issue resolution, and effectively communicating client concerns/needs to partners.

Develops complete understanding of client's business, objectives, goals, and market challenges with the goal of sharing best practices.

Counsels clients on emerging issues, bank products/services, legal/regulatory changes, and general financial environment, translating the impact on client's activities and banking

services.

Participates in development of solutions to client needs, coordinates presentations, brings in experts when appropriate, and ensures smooth delivery of new services.

Travels to client locations on a targeted or selected basis where revenue and/or new business opportunities and/or servicing require a meeting.

Knowledge/Skills

In-depth knowledge of trust or asset management and/or finance and relevant business segment-specific issues usually acquired through work experience.

Skills in negotiation, leadership, sales, and client servicing are necessary to service the client relationship.

Knowledge of applicable industry laws and regulation, usually acquired through prior work experience.

ExperienceRequired

7-10 years' experience in financial servicing/accounting fields, with client servicing background.

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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