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# Example of Account Opening Job Description

Our growing company is hiring for an account opening. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for account opening

* Identify process improvements or gaps internally that impact Account Opening
* The Client Service Specialist III is primarily responsible for ensuring the client and partner experience is world class and that interactions/issues are resolved accurately and expediently
* Handle client email/phone call interactions of a maintenance nature by retaining a thorough knowledge of the Policies and Procedures and all systems in order to assist the client and manage escalated issues
* Use a high level of client service skills in order to defuse potentially difficult and/or upset customers and partners with complex issues
* Utilize time at work efficiently to meet or exceed production goals as outlined in the metrics scorecard
* Consistently perform follow up to ensure customer satisfaction and to validate the accuracy of work
* Increase customer and partner satisfaction through excellent communication and follow up
* Review daily metric measurements and identify any issues, gaps, or opportunities
* Ensure proper staff coverage to meet demands through effective scheduling
* Conduct work quality reviews, communicate scores, and maintain audits as required

## Qualifications for account opening

* Experience in developing requirements for IT projects using Agile toolset
* Bachelor Degree / BSc Degree or equivalent
* At least 2 years of experience either from Big 4 with AML/KYC background
* Strong communication skills in fluent English and Cantonese
* Able to develop strong relationships with team members
* Deep understanding of range of products and operational processes