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# Example of Associate Operations Job Description

Our company is looking to fill the role of associate operations. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for associate operations

* Field and respond to clients inquiries and issues via phone calls, emails, and faxes with minimal supervision and with the highest level of customer service and integrity
* Follow instructions and guidelines to perform responsibilities to industry standards
* Receive, sort, and file correspondence
* Ability to work with brokerage desktop applications such as quote terminals
* Must be able to work overtime if required on short notice
* Take operational control and responsibility for a number of our Roobox sites
* Analyse key performance indicators and act to continually drive improvement
* Owning the operational performance of your cities end-to-end, incl
* Meeting with riders to understand issues and managing support channels for the region
* Supervising riders’ hours approval, payments and administration

## Qualifications for associate operations

* Previous experience with Prime Brokerage Client Service or Operations
* Expert in handling diverse teams, Ability to work in virtual teams and in matrix organizations
* Proficient communication skills, fluent in English and Cantonese
* Good understanding of financial/brokerage/trading services industry or equivalent operations processing knowledge
* 1-2 years in financial services industry experience preferred
* Willingness to obtain FINRA Series 7 and 63 licenses is required within 90-120 days