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# Example of Brokerage Operations Job Description

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

## Responsibilities for brokerage operations

* Opportunity to partner with the Prime Brokerage sales and service teams to roll out new business and service implementations technology enhancements
* Maintain the ability to closely monitor your capacity and pursue improvements which would have a positive impact to your work load the clients
* Develops remediation plans for business unit management
* Driving forward the significant change agenda in collaboration with peers in the New York, Baltimore, Hong Kong and Singapore Margin/MORS teams
* You will be working alongside some of the foremost experts in the Margin and Risk Management field and you will find your knowledge and thought process challenged and expanded on a daily basis
* Initiate Incoming & Outgoing Account Transfers
* Monitor DVP/RVP trade settlements and work with counterparties to resolve trade discrepancies
* Monitor and assess Quality, SLA, Abandon Rate, ASA, AHT, ACW, Production and other relevant phone metrics
* Operations calling program to include service reviews with client and log onto CRM tool
* Researches and analyzes all activities of Brokerage functions to ensure standardization across BSS and other impacted business areas supporting complex enrollments

## Qualifications for brokerage operations

* Series 24 licenses may be required for defined job responsibilities
* Minimum 1-2 years previous brokerage operations or equivalent experience preferred
* Strong verbal, written and analytical skills preferred
* All degree disciplines considered
* A self-starter with the ability to work on their own initiative be a solid team player
* Strong understanding of the markets - options, margins, trading