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# Example of Operational Associate Job Description

Our innovative and growing company is searching for experienced candidates for the position of operational associate. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for operational associate

* Facilitating regular communication across all internal teams to support consistent service delivery
* Ensuring appropriate communication of any service delivery issues with clients and J.P.Morgan senior management
* Identifying areas of improvement within the services provided clients based on an understanding of Client requirements and J.P.Morgan processes
* Conduct/run service reviews, and incorporate service metrics and client reporting
* Ensuring follow through on service delivery issues emanating from service reviews
* Creating and maintaining “Paths to Green” for service functions operating below client expectations
* Effectively communicate identified risks to more senior members of the operational due diligence team
* Assist more senior members of the operational due diligence team by suggesting flexible solutions to concerns identified while conducting reviews
* Review audited financial statements, regulatory filings, fund documents, and background checks
* Keep up-to-date on industry and manager-specific news

## Qualifications for operational associate

* Strong analytical, problem solving and decision making skills - Project management experience is a plus
* Demonstrated ability to communicate and build relationships with individuals at all levels including senior management
* Proficient in MS Word, MS Power Point and Excel
* Experience with other software packages is a plus (e.g., Visio, Adobe Acrobat, MS Access, and MS Project)
* Previous experience supporting an analytical risk function that includes use of basic statistical concepts (Standard Deviation, distribution, sampling ) and advance use of Excel
* Industry recognized training (CPA, ACCA, SIA, AFSA is preferred