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# Example of Trust Operations Job Description

Our growing company is looking to fill the role of trust operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for trust operations

* Prepare Monthly Client Revenue Reporting
* Prepare Monthly Scorecard / Interest statement / Security statement / cash statement to clients
* Sending Hard copy invoice to clients
* Deposit Client’s cheque for Billing
* Coordinate client’s request on Audit confirmation
* Handling client’s enquiries
* Supports the development of SLAs and KPIs, front to back across the business, supporting benchmarking activities and monitoring performance against agreed metrics
* Provides client’s perspective and works with the wider team to identify continuous improvement initiatives that deliver both incremental and step change in performance
* Highlights operational, regulatory and other risks to the Client
* Escalation & involvement in resolution of exceptions around complex & high risk issues

## Qualifications for trust operations

* Strategize, implement and support initiatives that add value to client and address operational gaps
* Ability to work independently, in a team environment, prioritises multiple tasks in accordance with associated risk or client impact and meets strict deadlines
* Strong Excel/Macro skill
* The candidate must be highly motivated, highly efficient and have the ability to constantly deliver on time
* The candidate must be willing to take on any role within the team at any time
* PC proficiencies including Word, Excel