Our growing company is searching for experienced candidates for the position of onboarding analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for onboarding analyst

- Manage various workflows and monitor status on an on-going basis
- Monitor and assign tasks and requests to team members
- Provide timely response and resolution to support daily operations of Billing and Revenue Accounting teams, such as billing set-up changes and error investigation
- Provide timely response and resolution to clients inquiries
- Maintain client account records by creating folders to contain billing related documents and documenting billing arrangements
- Monitor various errors and exception reports and address issues timely
- Identify and track open items, provide timely status update to team and supervisors
- Identify and escalate issues or concerns to supervisors when necessary
- Serve as a subject matter expert for various process and system enhancement projects
- Manage new requests and renewal requests received from the Front Office and / or the client and oversee the end to end on-boarding process

Qualifications for onboarding analyst

- Excellent client service skills and customer focus
- May be required to travel to other FTI locations for training and meetings
- May be required to travel for industry conferences
- Conduct onboarding of institutional, corporate, commercial clients and

- Provide GFX centers with support and appropriate solutions to various client requirements and/or inquiries
- Coordinate onboarding process with external vendors, admin team & technology teams when required