

Customer Verification Specialist



Purpose

To provide specialist support to our distribution network for the onboarding of entity customers including the individual customers associated with those entities. In addition, you will provide support to enable the maintenance of non-individual customer entities should the customer change the constituents of the entity. You will also assist in the completion of Enhanced Due Diligence, Ongoing Customer Due Diligence, and gathering of Foreign Tax information from customers. This is a customer facing role which requires a high degree of communication and customer service skills allied with a high degree of accuracy and understanding of the Know Your Customer and Due Diligence requirements of the AML / CFT Act.

The emphasis of the role is on providing existing and new customers with a great customer service experience at onboarding and any subsequent interactions with the Bank.

Role dimensions

- **Reports to:** Manager Customer Verification
- **Department:** Customer Support & Operations
- **Job family:** Support
- **Location:** Flexible
- **Direct Reports:** 0
- **Financial Authority:** N/A

Person specifications

- 5+ years' experience in the financial services industry at a front-line level.
- Excellent interpersonal, analytic and communication skills.
- A positive, can-do attitude focusing on a common-sense approach whilst understanding the potential risk involved
- Excellent time management ability.
- Proven ability to make well informed decisions and assume responsibility for these decisions.
- CAMS or KYC related certification is a plus point.

Role specific areas of responsibility

- Take end to end ownership of the KYC / CDD requirements for onboarding a new non-individual customer while meeting our regulatory obligations and balancing with customer experience. This will involve interpreting both policy and procedure to establish intent and then make a well-informed decision of customer onboarding which both protects our business and our customer from risk.
- Ensure documentation is always "right first time" providing quality and accurate input of required information for risk rating to achieve a quality experience for the customer.
- Work collaboratively with other business units to address new or emerging trends which will assist with initiatives to build capability and improve outcomes through review of procedure.
- Provide the new customer the best TSB on-boarding experience and complete on-boarding decision within set time.
- Effectively manage relationships with key business units and understand the part we play in the business.
- Provide feedback and input to support continuous improvement of the process of client onboarding and account opening.
- Coach and mentor colleagues as required.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.