# Job Description

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| **CIB Operations - KYC Business Support - Analyst - Singapore-160114936** Description   **About J.P. Morgan Chase & Co.**    JPMorgan Chase & Co. (NYSE: JPM) is a leading global financial services firm with assets of $2.4 trillion and operations worldwide. The firm is a leader in investment banking, financial services for consumers and small businesses, commercial banking, financial transaction processing and asset management. A component of the Dow Jones Industrial Average, JPMorgan Chase & Co. serves millions of consumers in the United States and many of the world’s most prominent corporate, institutional and government clients under its J.P. Morgan and Chase brands.　 Information about J.P. Morgan is available at [www.jpmorganchase.com](http://www.jpmorganchase.com/)  **About J.P. Morgan’s Corporate & Investment Bank**    J.P.　Morgan’s Corporate & Investment Bank is a global leader across banking, markets and investor services. The world’s most important corporations, governments and institutions entrust us with their business in more than 100 countries. With nearly $20 trillion of assets under custody, the Corporate & Investment Bank provides strategic advice, raises capital, manages risk and extends liquidity in markets around the world.    This role is with the **KYC Business Support Team** which sits in the CIB CAO Product Design & Development Group. The team supports a global CIB multi-functional user base (~5,000 users) covering WCOB Operations, Sales and Compliance functions engaged with current KYC remediation efforts and all due diligence requirements around the onboarding of New Business to the Firm. The team resolves business application queries for all users of the CIB CAO Controls application suite as well as maintaining oversight of issues raised with Technology. The team has a global presence and the APAC region is being expanded to include a footprint in Bangalore to support the WCOB Utilities and New Business functions in India. The role will report to the global head of the KYC Business Support Team in Bournemouth.    **Core Responsibilities:**   * Resolve User issues for　 the CIB CAO Controls application suite (5 apps) * Diagnose key issues and risks and manage them through to resolution, ensuring clear communication and escalation * Prioritize and maintain oversight of application issues being addressed by Technology * Ensure the Business maintains a good understanding of the application suite through active stakeholder engagement and the production and delivery of training materials and * User guides as required * Acting in partnership with global operations leads and business stakeholders across JP Morgan to ensure their priorities are fully understood * Execution of adhoc reports for the business and support of scheduled reporting * Work as part of a Global team, though primary focus will be to provide support to the APAC region * Ensuring that re-usable resources and knowledge are stored in the appropriate knowledge base  Qualifications   **Skills / Experience Required:**   * Experience in dealing with Technology stakeholders * Business application and business process knowledge * Experience of working on structured project/program lifecycles * Experience of MIS reporting, Business Objects * Experience of facilitation of workshops with remote participants * An open attitude towards sharing ideas and knowledge * A proactive approach to problem solving, taking ownership of issues and having the determination to follow things through * Excellent listening, written and verbal communication skills, including facilitation, presentation and production of documentation appropriate to the audience * The ability to shift perspective from high level 'Big Picture' to low-level detail * Good prioritization and time management * The ability to present and absorb complex ideas quickly and accurately * The ability to provide solutions to a tight deadline * Self-managing * Passion for the agenda: strong desire to make a quick impact to the organization * Partnership and relationship management:　 must have ability to develop and maintain strong partnerships with numerous teams and key stakeholders * Experience of current CIB KYC operational processes highly advantageous * Strong analytical and problem solving skills * Ability to rapidly assimilate new technical detail * Outstanding customer service skills * Excellent written and verbal communication skills * Team player  Job  Other Primary Location SG-01-Singapore-1 Changi / 33171 Organization  CIB OPERATIONS Schedule  Full-time Job Type  Standard Shift  Day Job Employee Status  Regular Recruiter  Elaine Truong Hiring Manager  David Cowie  **Salary Grade / Level** 501 |

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| |  | | --- | | **CIB Operations - Asia Client On-boarding Project Management - Renewals & Remediation - Professional - Singapore - 12 month Contract-160040686**  **Description**    About J.P. Morgan Corporate & Investment Bank    J.P. Morgan's Corporate & Investment Bank is a global leader across banking, markets and investor services. The world's most important corporations, governments and institutions entrust us with their business in more than 100 countries. With $18 trillion of assets under custody and $393 billion in deposits, the Corporate & Investment Bank provides strategic advice, raises capital, manages risk and extends liquidity in markets around the world.    Wholesale Client Onboarding (WCOB) is a global team with locations in major locations such as New York, London, Hong Kong and Singapore, and spans the Investment Bank, Global Corporate Bank, Treasury and Securities Services. The objective is to implement a standardized and consistent client onboarding process across the wholesale bank in order to deliver world class client experience    The Project Manager for Wholesale Client Onboarding will be responsible for ensuring that project deliverables fulfill agreed business requirements. The role will include:   * Develop end to end project plans, milestones and risk/dependencies covering all areas. Manage large number of stakeholders from different groups, conduct steering committee and working group calls and ensure any issues are documented and resolved * Analyze business needs and regulatory requirements to determine how WCOB technology systems will functionally fulfill those requirements * Partner with WCOB team, Global Project Office and various other internal groups to implement any tactical and strategic solutions for WCOB processes * Assist  in developing and documenting end-to-end roles and responsibilities, including process flows, stakeholder engagement, and required controls implementation * Progress reporting to Manager and Project Committees, including risk and issues with impact to project deliverables   **Qualifications**       * College degree, plus 3-5 years experience in project management experience * Financial services operations or compliance background useful, but not required * Strong verbal and written communication skills.  Ability to foster cohesive team environment across project team members * Can do results-oriented attitude.  Able to drive projects forward in face of adversity, in spite of resource constraints, and with lack of stakeholder support.  Thinking outside of the box. * Project management certification preferred but not required. * Adaptable, flexible and willing to work in a dynamic environment.  Handling 10+ projects actively and effectively prioritizing the pipeline. * Ability to directly address conflicts, and escalate issues where appropriate.  Communicate effectively to all levels of management and stakeholders and impacted parties. * Ability to successfully navigate a complex infrastructure that involves numerous groups and individuals.   **Job** Other  **Primary Location**SG-01-Singapore-1 Changi / 33171  **Organization** CIB OPERATIONS  **Schedule** Full-time  **Job Type** Standard  **Shift** Day Job  **Employee Status** Regular  **Recruiter** Elaine Truong  **Hiring Manager** Li Woon Churdboonchart  **Salary Grade / Level** 501 | |