



Job Description

JOB TITLE:	Customer Onboarding Officer
LEVEL/BAND	TC12/14
DEPARTMENT:	Compliance
DIRECT REPORT:	Customer Onboarding Manager

Overall Purpose of the Position

- To become a key member of the Bank's Compliance Function, providing quality guidance and support to client facing and support functions.
- To provide the required support in initiatives being driven by the CPU – Customer Onboarding Team.
- To execute the client onboarding procedure in a compliant manner, through direct involvement in the process or by providing guidance to front office colleagues – as may be appropriate.
- To ensure that Onboarding applications are processed in line with risk-based parameters determined in the Bank's Anti-Money Laundering Handbook.

Operational Responsibilities

- To undertake evaluations of On-boarding requests by conducting extensive checks within the remit of risk-based parameters, ensuring that demands are met efficiently and effectively.
- To execute the Customer Onboarding procedure through direct involvement in the process and/or by providing guidance to front office colleagues as may be appropriate.
- To take an active role in the following tasks as relevant to the specific role:
 1. Supporting the completion of pre-onboarding assessments ensuring that the required levels of CDD / EDD procedures have been adhered to.
 2. Performing duties as required including duties related to the Depositor Compensation Scheme

3. Updating of department manuals
 4. Supporting internal compliance related training initiatives across departments and units
 5. Actively participate in the handling of other Compliance issues – as may be agreed to with the respective line manager, from time to time.
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- To demonstrate a willingness to continue to develop a sound, on the job working knowledge of the local regulatory framework and the applicable EU Directives and Regulations – as may be applicable to the specific role. This may include liaison with the Internal Legal Function and external consultants – as appropriate.

General Responsibilities

- Liaise and maintain excellent working relationships with regulatory bodies, service providers and external consultants on matters linked to Compliance projects, processes and procedures.
- To support the participation of the Customer Onboarding Team in any projects or activities as may be directed from time to time.
- Collaborate with colleagues from different teams within the Function as well as other Units or Divisions within the Bank on matters within the remit of the Customer Onboarding Team.
- Ensuring that adequate record keeping standards are retained in respect of activities undertaken by the Customer Onboarding Team with specific focus on client profile CDD / EDD documentary evidence.
- Demonstrate an ongoing interest in Continuous Professional Development.
- Champion the ongoing development of a Compliance culture within APS Bank by promoting adherence to policies, guidelines and procedures at all times.
- To perform standard office tasks including processing mail, answering phone calls, ordering supplies and filing.
- To undertake any other duties that may be reasonably assigned from time to time.

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Excellent verbal and written communication skills.</p> <p>Accountable, Organised, Meticulous and able to handle tight deadlines.</p> <p>The ability to analyse and interpret information diligently</p> <p>Be a team player whilst still being able to work independently</p> <p>Excellent analytical troubleshooting and interpersonal skills</p>	<p>A minimum of one year previous Compliance experience.</p>	
DESIRABLE	<p>Be computer literate with MS products and familiar with conducting research on the Internet.</p>		<p>Compliance and / or Anti-Money Laundering qualification will be considered an asset</p> <p>Demonstrate commitment towards Continuous Professional Development</p>