

JOB DESCRIPTION

Title of position	Remittance Officer Senior
Contract type	Permanent
Department	T&T / Global Financing Operations
Reporting to	GFO Remittance Manager
Job description date	1 st February 2021
Position opening start	5 th January 2022

Position Summary

To manage day-to-day processing, control and monitoring of Outward remittance, Inward Remittance and Deposits for our Corporate Clients, as well as to provide support our Business Lines and clients, including our e-banking clients.

Main responsibilities and duties of the role

Supervisory mandate:

- In coordination with onshore teams, adopt agile principles for overseeing the daily operations of Remittance
- Provide technical expertise to the squad and direct all functions of the processing
- In coordination with onshore team, BPI and IT, continuously optimize delivery efficiency aiming at efficiency and robustness
- Implement the robustness & resilience framework, Control Tower framework, back-up plan and succession plan. Ensure proper implementation of standards and controls and align with global strategy
- Identify opportunities for performance and delivery improvement. Measure benefits of the improvements, automation initiatives, particularly with regards to control framework. Continuously improve processes, systems and tools
- Organize regular community of practice sessions to introduce latest trends, promote knowledge sharing, special case studies etc. Motivate the community of practice to implement required and necessary changes with regards to regulation, compliance, process efficiencies, monitoring progress and client satisfaction.
- Develop and implement improvement plan for the practice (tools, processes, skills). Ensure staff is committed and highly motivated, focus on skills development and fulfilment of team goals. Empower staff to take initiative and lead projects while playing a supporting role
- Responsible for transversal and ad hoc projects as Project Manager, working closely with Scrum Masters to ensure that projects are completed without impact to BAU delivery.
- Create and maintain information radars and reports/dashboards
- Facilitate agile ceremonies

- Work closely with the Scrum Master in charge of removing impediments to ensure that all customers' applications are duly processed in a timely and accurately manner and all maturing transactions for the day are duly follow-up and processed.
- In coordination with onshore teams and scrum master, manage the backlog, prioritize the delivery of the team, coach the squad to be self-organized, and create opportunities for knowledge sharing
- In coordination with onshore teams, ensure all exceptions are adequately supervised, escalated to scrum master and solved whenever possible
- Provide solutions and feedback to onshore team Front Officers and Branch's clients on issues encountered in their transactions.

Delivery Mandate

- To handle inward and outward remittances, CHATS payments, Swift payments, RMB cross border payments, Faster Payment System (FPS), Customer's account transactions in compliance with the compliance guidelines & Swift standard.
- To handle Inward/Outward payments for customers' FX, IRS, NDF, deposits &/or subsequent entries posting, deal confirmation & advices.
- To assist APAC office in preparing SCORE Agreement or other relevant document, system setup and testing to facilitate MT101 services.
- To provide daily position of maturing deposits to the Corporate Sales/Treasury/Fixed Income/Middle Office teams (whichever is appropriate) to obtain settlement or rollover instructions from clients and follow up subsequent written notices with them.
- To manage customers' accounts daily activity, generate report / reconciliation and send the daily funding positions to Treasury. Answer customers' enquiries on their account by liaising internally (operational teams, Treasury, business) to find the solution if needed
- To manage accounts monthly reconciliation report and investigate on any interest differences with IT team
- To handle creation/maintenance/closure of customers' data in systems and internal Registers upon receipt instruction from the team in charge.
- To handle various types of accounts (incl. Customers, Nostro and Loro accounts) opening/maintenance/closure upon receipt validated instructions.
- To monitor the balance and the daily movement of Customers' cash accounts and Nostro accounts under the scope of the team.
- To perform Internet Banking Administrator functions & provide daily support to customers for internet banking services.
- To work proactively with Relationship Manager, Corporate Sales, GMO & Treasury Operations for Corporate customers' data and SSI set up, also to handle subsequent Deposit, FX and other Capital Market transactions and Deal Confirmations.
- To participate in various SIM tests, connectivity tests and periodical contingency drills, relating to payments, clearing system, DPS, FPS with HKICL.
- To participate in various systems UAT.

- To assist Finance for expenses payments, to support intra-day Nostro Accounts transfer to facilitate Corporate payments and ultimate loan proceeds.
- To monitor incoming Swift messages and dispatch to relevant departments, to support Compliance preparing AML outward Swift messages.
- To handle bank statements, interest statements, etc. To attend to customers' requests for account movements, statement of account report.
- Prepare audit confirmations as and when required by our customers. Prepare yearly audit confirmations to customers as assigned by our external auditors
- To handle any other duties assigned by the department head &/or Head of Operations.

Technical skill requirements

- Familiar with Microsoft Windows (Excel, Word), knowledge and experience in the operation of local RTGS/CHATS, RMB cross border payments (incl. Chinese Commercial Code), Swift, FPS, e-cheque are essential.
- Knowledge in various Swift messages types (including but not limited to MT1xx, MT2xx, MT3xx, MT5xx, MT9xx) and capable to construct manual Swift payments are essential.
- Knowledge in treasury and derivatives products is essential.
- Knowledge in Flexcube, Summit, Calypso, IVS

Job Qualification (education, years of experience and other soft skills)

- At least 8 years relevant knowledge in Remittance operations.
- Knowledge in treasury and derivatives products is essential.
- Knowledge of Agile principles
- Knowledge in FATF/AML guidelines.
- Good interpersonal and communication skills are required and able to work under pressure.
- Written and Spoken English. Spoken Mandarin & Cantonese is a plus