



# Flying Client Service Officer – EAM Geneva

Experience level : **Intermediate**

Entity : **Bank Syz**

Office : **Geneva**

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Within the SIM (External Asset Managers) team, this dual-focus role combines the documentary rigour of due diligence / compliance with front-office operational execution serving External Asset Managers (EAMs) and their underlying clients.

The role holder primarily ensures the preparation and verification of the documentary compliance of account openings, together with the follow-up of the periodic KYC review cycle for the EAM perimeter and handles the processing of orders and payments on behalf of the Desk.

This position offers an ideal bridge for a junior Compliance Officer / Due Diligence Officer wishing to move into a Front role.

The role holder interacts, as needed, with each Relationship Manager of the Desk.

The role holder is under the responsibility of the Chief of Staff SIM.

## Key responsibilities

### *Account opening & KYC documentary compliance*

- Prepare and verify the documentary compliance of account openings for new EAM clients — private accounts, companies, operational companies as well as complex structures such as trusts and foundations — in collaboration with the External Asset Managers and the Desk, as well as for account changes to existing clients
- Create and maintain client records within the relevant internal database and document management system, ensuring the completeness and formal consistency of files
- Verify the completeness and formal consistency of files, identify documentary points of attention and follow them through to resolution
- Report documentary deficiencies to the relevant Relationship Manager and ensure timely remediation
- Ensure the follow-up and update of periodic reviews (PEP, Low Risk and High Risk reviews), under the responsibility of the Chief of Staff SIM
- Ensure rigorous monitoring and upkeep of client documentation throughout the relationship, in line with internal and external regulations (AML, FINMA, FATCA)
- Support the Desk in client documentation update exercises (remediation campaigns, recertifications, documentary compliance updates)

### *Order & payment processing (Front)*

- Process payments and transfers in an accurate and timely manner, ensuring that call-backs are carried out systematically, and provide support for other types of transactions as required
- Execute and monitor clients' instructions and investment orders across asset classes (equities, bonds, funds, hedge funds and private equity), as well as Cash and FX transactions, in line with internal procedures and authority limits
- Manage fiduciary deposit and loan placements and renewals, and provide support on other transaction types as required
- Answer incoming calls and ensure that prompt action is always taken

### *Service & cross-functional support*

- Assist the desk in the day-to-day client servicing and the handling of administrative and operational requests
- Interact, as needed, with each Relationship Manager of the Desk to cover the full perimeter and ensure continuity of service
- Maintain and update client instructions, details and preferences
- Build a close relationship with the main internal partners (Central File, Middle Office, Risk & Control functions, etc.) to ensure operational efficiency
- Prepare reports at the request of the clients, the line manager or other authorized persons

### *Risk & compliance*

- Understand Syz's risk management framework and become familiar with risk responsibilities within the team
- Ensure continuous adherence to legal guidelines, internal regulations & policies, as well as regulatory compliance requirements
- Maintain appropriate knowledge to remain fully qualified for the role and complete all mandatory training required to gain and maintain the required level of competency

## Your profile

**Education:** Education in banking and/or finance; a paralegal, legal or compliance background is an asset

**Professional experience required:** 3 to 4 years of experience in private banking, ideally in a Compliance / Due Diligence function (junior Compliance Officer) with a clear ambition to move into a Front role.

Solid command of KYC, onboarding, file and form controls (CDB 20) and administrative documentation; initial exposure to cash management, transaction processing and investment products is an asset.