



JOB REF NO. CITI-#21337596
JOB TITLE: PAYMENT OPERATIONS & GOVERNANCE

JOB DESCRIPTION

THIS JOB ROLE IS LISTED AS PART OF CITI's #BACKTOWORK HIRING CAMPAIGN.

Support control activities for TTS Client Ops which includes coordinating with other stakeholders to deliver all required operations control functions and services.

RESPONSIBILITIES

- Interfacing with internal audit examiners, and advising on corrective action plans, covering multiple products and complex processes.
- Interfaces with ORM, Internal Audit, Compliance and Operations management to review and assess the overall control environment and any required remediation.
- Third Party Management – work with Ops management to ensure all outsourcing are in adherence to country local regulatory requirements. Interfaces with TP vendor and conduct onsite reviews with appropriate stakeholders.
- COB Management – work with various ops units to ensure a well-established, maintained and documented COB plans are tested in accordance with Citigroup BCP policies manual.
- MCA Program Management – work with the MCA team to assist in the coordination proactive identification of control issues; monitoring of MCA issues; and consistency of MCA execution
- Issue / CAP Management – work with management to identify areas of concern and related risks; develop corrective action plans for significant issues; assess relevance of issues across all regions; monitor and report resolution progress including periodic reviews with management; review support and ensure it adequately addresses closure of the issue; and proactive involvement in business meetings and walkthroughs to identify other control issues
- Ensure the Bank's Ops Risk Loss database is appropriately updated & perform all required reviews/approvals
- Reporting – prepare reporting necessary to assist management in understanding outstanding risks and control activities and the status of corrective action; provide input for risk/control decks (e.g., Monthly Control Dashboards, Monthly Management Review).
- Assist to work closely with TTS Client Ops and Product on various digitization initiatives.
- Assist ASEAN TTS Client Ops Head in various ASEAN strategies and initiatives.

Reporting to: Cash and Trade Proc Sr Analyst (AVP)

EDUCATION & QUALIFICATIONS:

- Minimum 2-5 years relevant working experience
- Possess strong focus on control and compliance
- Excellent prioritization skills in prioritizing workload and meet tight deadlines
- Ability to work independently, resolve and escalate issues
- Excellent problem solving and analytical skills
- Be able to work as a team player with strong interpersonal skills
- Strong MS Office skills are essential

Citi is an equal opportunity and affirmative action employer.

Qualified applicants will receive consideration without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

Application Deadline: One month from job

Remuneration Package: to be discussed at interview stages

Working Hours: Mon - Fri 9am - 6pm

Work Location: 3 Changi Business Park Crescent, Singapore

Job Nature: Full-time / Flexible with work from home

Application Process:

1. Go to: <https://citi.wd5.myworkdayjobs.com/en-US/2>
2. Search for Job Reference Number '21337596'
3. Read the job specifications
4. Click 'Apply' and complete the application
5. Under the question 'How did you hear about us?', select 'Job Boards => Mums@Work'.