



JOB REF NO. CITI-#21379110

JOB TITLE: CITI PRIVATE BANK, KNOW YOUR CUSTOMER (KYC)
QUALITY ASSURANCE (QA) SENIOR ANALYST

JOB CATEGORY

Institutional Client Onboarding

JOB DESCRIPTION

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

The Citi Private Bank Client Know Your Customer Quality Assurance Senior Analyst is a seasoned professional on Know Your Customer (KYC), Anti-Money Laundering (AML), Account Opening & Documentation Review, responsible to support the client onboarding of Citi Private Bank clients.

Responsible to perform independent Client Onboarding KYC due diligence functions of new and existing clients across a variety of teams including private bankers, operations and compliance.

To review clients' profiles and work with banker team to fulfill onboarding requirement, full compliance of Bank's AML/KYC standards, local laws and regulations. Perform Client Name Screening disposition, Sanctions review and Enhanced Due Diligence. Identify and highlight suspicious money laundering activities, deficiencies and other non-compliance issues to management. Provide guidance in exception handling and approval.

RESPONSIBILITIES

- Responsible to perform independent Client Onboarding KYC due diligence functions of new and existing clients across a variety of teams including private bankers, operations and compliance.
- To review clients' profiles and work with banker team to fulfill onboarding requirement, full compliance of Bank's AML/KYC standards, local laws and regulations.
- Perform Client Name Screening disposition, Sanctions review and Enhanced Due Diligence.
- Identify and highlight suspicious money laundering activities, deficiencies and other non-compliance issues to management. Provide guidance in exception handling and approval.
- Manage client risk assessments and various MIS reports for management reporting to facilitate relevant reviews and strengthening the control process.
- Manage ongoing gap analysis on policies and standards against existing processes, identify improvement initiatives for streamlining the KYC and Onboarding process and keep the guidelines/procedures up to date.
- To deliver training to junior team members. Be Subject Matter Expert to senior stakeholders.
- Focuses on timely and accurate delivery of all responsible functions, as well as delivering superior customer service and resolution of customer issues, guided by service level agreements and efficiency/accuracy standards.
- Performs day to day management of volume processing, including daily management of in-process, pending, and service-related activities, ensuring requirements are clearly defined to support all scenarios of KYC account opening and maintenance requirements.
- Establishes and maintains close working relationship with client, stakeholder and within team to facilitate an open and direct communication of issues, needs, queries and system setups, in such that these may be responded to in an efficient, prompt and professional manner.

- Responsible for various types of project management, process and policy changes, new initiatives and managing cross-functional relationships with all teams. Analyzes complex and variable issues with significant departmental impact in the team.
- Establishes risk management practice, ensures a strong and robust processing environment with effective controls. Engage in ongoing transformation to strengthen and improve controls, including process and system enhancements.
- Appropriately assess risk when business decisions are made, demonstrating consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.
- Embarks on continuous on the job training for end-to-end product knowledge.
- Has the ability to operate with a limited level of direct supervision. Can exercise independence of judgement and autonomy. Demonstrates high level of diligence, motivation and organizational skills.

This role reports to Vice President, KYC Operations Lead Analyst.

EDUCATION & QUALIFICATIONS

- Bachelor's/University degree or equivalent experience
- 6-10 years of experience in KYC/AML process, compliance, operations, risk & control functions
- Demonstrated interpersonal skills, pro-active team player but also able to work independently, with exceptional written and verbal communication skills
- Ability to manage multiple stakeholders across levels, businesses, and geographies
- Highly motivated, persistent, and able to work in a structured, high volume, time sensitive, high-risk environment.
- Capable of multitasking and eager to learn multiple products in a challenging environment. Fast learner, strong attention to detail, and willingness to go extra mile
- Proficient in handling urgent and escalation cases and manage internal team expectations
- Proficient in Microsoft Office Applications
- Consistently demonstrates clear and concise written and verbal communication skills
- Proficient knowledge of English (written and spoken).

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: Changi Business Park Crescent, Singapore

Job Nature: Full-time with some flexibility

Application Process:

1. Go to: https://citi.wd5.myworkdayjobs.com/2/job/Singapore--Singapore/Citi-Private-Bank--Know-Your-Customer-Quality-Assurance-Senior-Analyst_21379110

2. Search for Job Reference Number '21379110'
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'.

OR

LINK TO SUBMIT APPLICATION

https://citi.wd5.myworkdayjobs.com/2/job/Singapore--Singapore/Citi-Private-Bank--Know-Your-Customer-Quality-Assurance-Senior-Analyst_21379110