



Client Solutions Administrator Transfer Agency

**Temporary
Dublin**

Job Purpose

An exciting opportunity to join a highly challenged team where we act as the first point of contact for Invesco and Customer Focus is our main priority.

Key Responsibilities

- Maintain the day to day business of the Client Solutions Team prioritising time as appropriate
- Dealing with all incoming phone/written queries in a timely manner.
- Liaise with internal and external Clients in a polite and professional manner.
- Report any trends to TL.
- Report any Incidents or Complaints that may arise.
- Provide cover for Bank Holidays where necessary.
- Highlight procedure changes or proposed enhancements to TL.
- To ascertain why a payment failed to reach its destination.
- Communicate with Banking Providers (Barclays, JP Morgan) to initiate amendments, recalls, debit authorisations, stop cheques etc.
- Daily /Weekly reporting of statistical & KPI information to Management - to include a breakdown of payment type, category of error and details of resolution.
- Ensure issues are identified and resolved in accordance with our Service level Agreements.

Experience, Knowledge and Qualifications required

- Experience in the Financial Services Sector (2 years minimum) is **essential**, preferably with TA experience
- **Strong call centre experience is essential.**
- Alternatively, **2+** years in any one Financial Sector role
- Exposure to GFAS an advantage.
- Excellent computer skills
- Strong technical skills
- Strong communication skills (verbal/written)
- Completion of 2nd Level Education
- Completion of Mutual Funds Certificate an advantage
- Ability to work under pressure and adhere to strict deadlines
- Works on own initiative
- Excellent interpersonal/telephone skills
- Positive approach to busy periods
- Excellent organisational & communication skills
- Strong typing skills
- Takes responsibility for own and teams work
- Punctual and Accurate
- Flexible and open to change

Your next step?

Email your full CV and covering letter to:
recruit@dub.invesco.com

Or alternatively, post your application to:
HR Department
Invesco,
Georges Quay House,
43 Townsend street,
Dublin 2
Ireland

Closing date for applications:
29th April 2011

No agencies please

www.invesco.co.uk/careers