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## **Associate Director, Client Operations, Fund Administration**

### **About MUFG Investor Services**

MUFG Investor Services provides asset servicing solutions to the global investment management industry. Leveraging the financial and intellectual capital of MUFG – one of the largest banks in the world with \$2.8 trillion in assets – we provide clients access to a range of leading solutions from fund administration, middle-office outsourcing, custody, foreign exchange, trustee services and depository to securities lending and other banking services

### **About MUFG Fund Services (Bermuda) Limited**

MUFG Fund Services (Bermuda) Limited is fully licensed by the Bermuda Monetary Authority to act as a Fund Administration service provider and is part of MUFG's Investor Services Group.

### **Requirement:**

Due to exceptional demand for its services MUFG Fund Services (Bermuda) Limited is seeking an Associate Director to work in its Bermuda office. This is a unique opportunity to join a dynamic, fast growing, global organization.

The successful applicant will work closely with the Senior Associate Director to manage a team and provide excellent service to MUFG clients. This role involves working on funds with a variety of deliverables, daily, weekly and monthly.

### **Key responsibilities:**

- Manage client relationships and act as escalation point for all client queries and resolve issues/queries raised by the client in a timely manner. Maintain a high level of client satisfaction and retention.
- Managing a team of fund accountants responsible for client deliverables such as NAV production, financial statements and associated reports;
- Ensure the accuracy of client deliverables prepared by their team and take accountability for meeting service level agreement deadlines.
- Responsible for review of NAV computation and SOC 1 compliant daily, weekly and monthly files.
- Ensure that the team is appropriately trained, engaged and as efficient and effective as possible in achieving organizational targets and goals.
- Take accountability for the audit process, prepare or review financial statements.
- Ensure all processes are performed in accordance with operational controls as stipulated in SOC1 and all relevant checklists are completed.
- Participate actively in various system initiatives and projects as well as contribute to idea generation for future process or technological improvements. Expected to participate on both a local and global level.
- Accountable for tracking and managing client profit margins, staff utilization and overtime, client relationship risk reviews, incident management and risk reduction.
- Ensure all fees are billed on time and collected in a timely manner for their assigned team.

### **The successful candidate should:**

- Have a minimum of 5 years' experience in the fund administration industry with experience managing staff. This can include other administrators, investment managers or fund auditors.
- Hold a university degree in Business, Accounting or Economics.
- Demonstrate the ability to effectively manage a team of accounting professionals.
- Be able to demonstrate excellent client service and the ability to satisfy the requirements of very complex and demanding client base while maintaining the interests and health of the organization.
- Have strong computer skills with strengths in Microsoft Office products. High proficiency with Microsoft Excel is a critical requirement for this role.
- Demonstrate a high level of problem solving and innovative thinking in order to develop solutions to complex problems.
- Be able to demonstrate an in-depth understanding of fund administration industry. This includes various fund structures, fee calculations, financial instruments and fund offering documentation review.
- Experience with Advent Geneva and Bloomberg would be an advantage.

If interested please send your resume to: [laura@iep.bm](mailto:laura@iep.bm)

All enquiries will be dealt with in strict confidence.

**Closing date: April 23, 2021**

MUFG Fund Services (Bermuda) Limited

A subsidiary of MUFG Investor Services Holdings Limited.

MUFG Fund Services (Bermuda) Limited is incorporated in Bermuda as a limited company. Company Registration Number LC/1797.

MUFG Fund Services (Bermuda) Limited is licensed by the Bermuda Monetary Authority under the Investment Funds Act 2006.

MUFG Fund Services (Bermuda) Limited is licensed by the Bermuda Monetary Authority under the Corporate Services Providers Business Act 2012.

MUFG Fund Services (Bermuda) Limited is licensed to conduct Trust Business by the Bermuda Monetary Authority.

Registered Office: 4th Floor North, Cedar House, 41 Cedar Avenue, Hamilton HM12