

**Job ID: 556894**

**Title: eCommerce Client Services, Money Markets**

**Company: Standard Chartered Bank**

### **Job Description**

- Handle front line support for all FM eCommerce activities in Singapore
- Liaise with Technology Support and eCommerce Development teams for issue escalation
- Develop robust processes for control and support, including SLAs and reporting
- Work with other regional leads and Global Head to ensure best practices aligned globally
- Provide pre & post sales assistance to clients
- Provide pricing, risk and execution support to Trading and Sales
- Client on-boarding (ECN and single-dealer GUI)
- Handle processes for static management of pricing, risk, client, credit, limits, permissions
- Handle a wide spectrum of client problems
- Execute internal client training programme for eCommerce products
- Capture client feedback

### **Qualifications and Skills**

- eCommerce domain experience (preferably in MM and/or FX)
- Track record of serving clients with client support background
- Excellent communication skills
- Excellent troubleshooting skills
- Knowledge of single-dealer platforms and multi-bank portals
- Understanding of desktop PC technology
- Understanding of FIX API technology

### **Application**

For more information, or to apply for this role, please drop an email with your contact details and CV to [junchen.lim@sc.com](mailto:junchen.lim@sc.com) quoting the Job ID and Title.

Only shortlisted applicants will be notified.