

Participant Transitions Officer

ASX Position Description

ASX “All Roles Flexible”

ASX offers mutually beneficial flexible working arrangements.
We recognise that employees need to balance work and personal lives.

ASX Opportunity Snapshot		What’s On Offer
Role:	Participant Transitions Officer	The Participant Transitions Officer role is an integral part of ASX’s drive to be a customer driven organisation. Often a customer’s first experience with the ASX, you will demonstrate our ability to support and grow their business objectives. You will be their advocate. You will represent the customer’s needs and expectations, facilitating a timely, disciplined and professional experience for any on-boarding, transition or resignation activities. You will be their central point of contact and liaise with all relevant stakeholders (internal and external) to ensure an efficient process and superior customer experience.
Reports to:	Manager, Participant Transitions	
People Management:	N/A	
Budget:	N/A	
Team:	Participant Transitions	
Date:	March, 2019	
Location:	Sydney CBD and Artarmon NSW	
Flexible Role:	Yes	

What you’ll do:

- Operate as a dedicated single contact point for Participant on-boarding, transition and/or resignation activities
- Be an advocate for the customer while aligning expectations with ASX services and operational standards
- Respond to Participant lead enquiries and support analysis and review into qualified customer opportunities
- Take responsibility for customer readiness and ensuring a seamless transition pre and post ‘go live’
- Manage customer communications, with primary objective to ensure risks are resolved before they become issues
- Co-ordinate and manage operational change initiatives across systems, permissions and infrastructure – working closely with internal and external stakeholders
- Collaborate internally in leading process improvement initiatives tailored to enhance the customer experience
- Maintain CRM System (Salesforce) with thorough and accurate customer information
- Develop and maintain a deep understanding of the customers’ operational, technical and business environments and their needs and challenges

What you've done:

- A proven track record in customer relationships, coordination and engagement skills
- Previous experience in a high performance, dynamic operational environment
- Managed multiple, often conflicting tasks through planning and effective time management
- Obtained a high level understanding of the Australian Equity, Derivatives or OTC Markets
- Delivered clear and articulate communications – verbal, written and presentation
- Worked within cross-functional, operational teams and contributed to process improvements
- Demonstrated highly developed analytical, investigative and problem solving abilities

And if you've got some of this, even better:

- Knowledge of Participant systems, operations and connectivity models across Front, Middle or Back Offices environments
- Knowledge of ASX Trading, Clearing and Settlement internal systems and processes
- Knowledge of the integrated ASX and ASX24 environments both technically and operationally

What you need to enjoy and be good at for this role:

- Customer Driven & Delivery Focused – be an advocate for our customers
- Attention to detail – understands the importance of getting things right
- Challenging the Status Quo – driving continuous improvement for better customer outcomes
- Agile, Adaptable & Resilient – able to manage change and be positive
- Knowledge Manager – designs and facilitates knowledge transfer to increase resource capabilities
- Open & Empathetic – values diversity of opinion
- Empowering – supports and empowers others
- Intellectually Curious – demonstrates a commitment to on-going learning
- Analytical Thinker – detail orientated, methodical and guided by structure and process; seeks to deliver efficiency
- Decisive Communicator – clearly articulates recommendations to management and the customer and keeps calm under pressure
- Team Player – actively builds and maintains relationships; respectful, considerate, ethical and behaves with integrity
- Fortright & Influential – able to develop new ideas and advocate their benefits
- Innovative & Creative – a change leader who is committed to supporting innovation and driving continuous improvement