JAMAICA MONEY MARKET BROKERS LIMITED

JOB DESCRIPTION & SPECIFICATION

JOB TITLE: **FINANCIAL PARTNERSHIP MANAGER**

DEPARTMENT: Financial Life Goals Centre (FLGC) - Jamaica

SUB-SEGMENT: Portfolio Consolidation Sub-segment

REPORTS DIRECTLY TO: Manager, Client Partnership

IMMEDIATE REPORTEES: Not Applicable

SCOPE OF JOB:

- The primary responsibility of the Financial Partnership Manager (FPM) is to deepen financial partnerships with clients by leveraging their expertise and the expertise of the wider JMMB Group to support clients in the Consolidation phase of their financial lifecycle to achieve their financial goals.
- Provide Financial Planning advisory and Portfolio Management services to designated and potential High Net Worth (HNW) and other suitable Clients to assist in meeting their respective financial life goals, as well as to retain and deepen wallet share at JMMB.
- Create Client's Investment Policy Statements (IPS) and Financial Goal Plans (FP) and facilitate the implementation of action plans.
- Conducting financial and credit analysis; preparing credit proposals to be submitted for approval and booking and disbursing loans for which the requisite approval is obtained.
- Serve as channel for new business development, including referrals within the JMMB group
- Promote JMMB's philosophy of the Vision of Love and its unique culture.
- Engage in the transformation process for the continuous improvement of JMMB and its associated companies.

EDUCATION, TRAINING & WORK EXPERIENCE REQUIRED:

- First Degree in Management, Finance, Economics, Accounting or Banking.
- Strong quantitative and analytical skills.
- Licensed by the Financial Services Commission (FSC), or eligible for licensing.
- In-depth knowledge of credit policies and guidelines and financial sector instruments, laws, and regulations.
- Certification in JMMB's Financial Planning Services (FPS).
- Intimate knowledge of the local financial market operations, with exposure to international money markets would be a distinct asset.
- In-depth knowledge of financial and credit analysis, to include the preparation of credit proposals, and loan disbursement processes.
- Effective communication and presentation skills to articulate financial insights to diverse stakeholders.
- Proficiency in Microsoft Office Suite.
- Minimum of five years' work experience in a similar capacity directly providing investment advisory and credit services and a proven track record in sales, relationship, and portfolio management.

LIASE WITH

Externally		
Who	**Frequency & how**	**Reason**
Banks / Financial Institutions	As needed. Via telephone and in writing	Support clients in their transactions at other institutions which would directly impact the Client Financial Plan at JMMB *(e.g., verification of cheques issued by JMMB, release of liens, verify deposits).*
Clients	Daily. Via telephone, in writing and in person	Accept information or requests and provide service, respond to queries, and provide financial goal planning advice.
Client-related or community groups	Ad hoc. Via telephone and in person	Schedule meetings and deliver presentations, solicit business, and participate in community projects.
Internally		
Manager - Client Partnership	Daily. Via telephone, in writing and in person	To escalate issues, get authorisation for using exceptional rates; signature for documents.
Trading Dept. – Traders; JMMBSL	Daily. Via telephone and in writing.	To obtain information to assist Client's with decision-making; To facilitate or expedite Client transaction requests *(e.g., breaking accounts, rates, prices).*
Risk Dept	As needed. Via telephone and in writing.	To obtain expert perspectives on Client's desired position
FACT Dept	As needed. Via telephone and in writing.	To follow-up on cheques requested for Clients; to deal with foreign exchange issues for Client.
Operations	As needed. Via telephone and in writing.	Facilitate Wire transfer enquiries, follow up on client requests etc.
Finance and Accounts	As needed. Via telephone and in writing.	To facilitate or expedite Client transaction requests (e.g., breaking accounts, changing tenure, rates, forward contracts).
Credit Administration	Daily. Via telephone and in writing.	Liaise with Credit Administration regarding the preparation of the Security Documentation for loans
Credit Risk Management	Daily. Via telephone, in writing and in person.	Support Adjudication and debt recovery
Central Operations Department	Daily. Via telephone and in writing	Facilitate Wire transfer enquiries, follow up on client requests etc
Compliance	As needed. Via telephone and in writing	Provide additional due diligence

KEY TASKS

Client Experience

- Create and contribute to the enhanced client value proposition and experience for the clients in the consolidation sub-segment.
- Each client is empowered to act on the advice and recommendations provided in the Investment Policy Statement (IPS)
- Manage client relationship terminations and account closures, transfers, and referrals positively to preserve the company's image.
- Uphold strict confidentiality of client information among team members, adhering to legal requirements.
- Negotiate rates while managing the weighted average cost of funds for the FLGC
- Negotiate possible solutions based on JMMB Group's products and services, explaining differences from competitors, and establishing JMMB's client value proposition.
- Assist clients to achieve their holistic financial objectives by conducting financial planning conversations to establish their financial position, obligations, risk tolerance, and goals, providing empowering financial advice for clients to follow through on goal plans.
- Deepen financial partnership with clients by utilizing expertise from within the JMMB Group

Business Development

- Attract new clients and mine the existing database for potential clients to increase the consolidation sub-segment clientele by Creating networking opportunities to solicit new business, participating in sales, marketing, and public relations activities, and attending booths, trade shows, and exhibitions as needed.
- Develop plans for growing client base and deepening client relationships and wallet share aligned with JMMB's marketing and sales strategy to maintain an active health pipeline of prospective clients and convert to business to increase revenue growth.
- Establish financial partnerships and create initiatives and opportunities for business development.
- Proactively engage with existing clients to deepen wallet-share as part of managing relationships and enhance portfolio values, updating relevant Client Relationship Management tools as required.
- Conduct interviews with clients to assess their stated and unstated needs, including deposits, investments, and credit requirements, using a financial planning approach.
- Deliver presentations and participate in activities for networking to external groups and individuals as part of the prospecting and servicing strategy, ensuring transparent disclosure of terms, conditions, and fees.
- Ensure accuracy and completeness of documents for services requested.
- Perform financial and credit analysis, prepare credit proposals, and manage loan application in accordance with pre and post disbursement processes and policies.
- Conduct credit analysis
- Facilitate the preparation of credit proposals and completion of the loan process.
- Strict adherence to Delinquency Management protocols per Credit Risk Management (CRM) guidelines.

Market Insights

- Stay informed about industry trends, market developments, and competitor insights.
- Participate in FLGC/Company sales, marketing, and public relations activities to achieve profitability and market share targets.
- Utilize resources to create an ongoing list of prospective clients within the target segments.
- Continually canvasing the Market to make recommendations regarding new product developments and marketing innovations.

Relationship Building

- Follow up on action plans from IPS and FP consultations to ensure clients receive confirmation documentation within specified deadlines.
- Process client transactions accurately and timely and in compliance with legal requirements and JMMB's client care standards.

- Provide periodic updates to clients regarding their portfolio status or general market activities.
- Support JMMB's contractual obligations to clients through after-sales service, adhering to relevant Service Level Agreements (SLAs).
- Highlight various service improvements (JMMB App, Online Onboarding, Digital Assistant…etc) and alternate channels for enhanced client experience.
- Proactively encourage client feedback and recommendations for improving service.

Administrative Functions

- Utilize appropriate application or other Client Relationship Management tools to document leads, sales, meetings, events, and business outcomes.
- Prepare and follow up on any necessary loan documents and approval conditions for clients to sign and provide upon approval of the credit facility.
- Conduct required data searches, verify client signatures, and ensure accuracy and completeness of forms before entering data into UCS or other designated systems according to operating guidelines.
- Receive, input, and commit relevant data/documents (e.g., withdrawal requests, loans, deposits, fund transfers, foreign exchange transactions, loan payments, interest payments, change requests), ensuring data accuracy, proper documentation, Compliance requirements and signature verification before seeking authorization.
- Liaise with Credit Administrators regarding the preparation of security documentation for loans.
- Supports the migration of clients to appropriate digital and omni channels.
- Authorize transactions and sign documents on behalf of JMMB within the parameters specified in the policy and procedure documentation.
- Coordinate reports for Executive Management and the Board, and its sub-committees, to include identifying trends in High-Net-Worth client portfolio performances as required.

Investment Portfolio Management & Financial Goal Planning

- Manage investment portfolios for assigned HNW clients.
    - Analyse market events and their impact on clients' investments.
    - Incorporate trading and business instructions into clients' portfolio strategies.
- Review clients' portfolios based on market conditions or client requests. Provide financial advice to both assigned and ’growable’ unassigned clients and guide them in planning their investment portfolios to achieve their financial goals by:
    - Conducting interviews to understand clients' financial position and risk tolerance.
    - Create and maintain Investment Policy Statement for Clients
    - Create and monitor Financial Goal Plans for clients.
    - Recommending appropriate financial solutions, including investments and banking as required.
    - Negotiating interest rates with clients while managing the portfolio and business cost of funds (COF).
    - Documenting the agreed investment and goal plans with clients.
- Activating JMMB's roles in the Client's investment plan, including facilitating of and opening accounts and coordinating with other team members for account confirmation documentation
- Reviewing and identifying basic gaps in the Client's entire portfolio and making recommendations to the Client accordingly

Technical and People Support

- Assist in training other FLGC team members
- Support with analysing current policies and methods of operations for quality, efficiency, and cost considerations for opportunities for continuous improvement.
- Represent the FLGC in the development and testing of new products/services/systems
- Assist in department planning and budgeting process.

General

- Proactively initiate meetings with HNW Clients as well as upon their request to update them on new solutions/services, rates, and financial market developments to rebalance portfolios as appropriate.
- Coordinating with internal departments and external financial agencies to resolve issues that may impact the Client's Financial Plan.
- Monitoring other companies in which Clients have financial interests for issues or events that may impact the Client's Financial Plan
- Preparing and dispatching confirmation documents as instructed upon the Client's request.
- Maintaining records of Clients' transactions and interactions through relevant Client Relationship Management tools.
- Helps fulfil JMMB's contract with the Client through after-sales service, which includes:
    - Managing both simple and complex transaction requests.
    - Responding to Client inquiries regarding their financial portfolios including investment and credit components.
    - Interpreting market events and trends for the Client.
    - Listening to and assisting in defining and addressing Client concerns and escalating the situation when necessary.
- Identifying "Special Cases" (e.g., based on age, health status, financial status, distance from FLGC and taking action to eliminate or mitigate any obstacles they face, including referring them to the Manager or Client Partnership Monitoring Unit when appropriate.

PERFORMANCE STANDARDS

Client Engagement:

Client Experience

1. Proactively identify areas of interest for existing and potential Clients.
2. Share comprehensive, accurate, and timely analysis of market information and outlook as provided by Research.
3. Share gaps, anomalies and opportunities identified promptly.
4. Fully support FLGC promotional activities, including suggestions and participation.
5. Provide follow-up and feedback to relevant stakeholders within one week of investor brief and financial education seminars
6. Recommend flexible, innovative, and ethical promotional tactics compliant with the law.
7. Proactively maintain and increase client engagement through targeted client contacts per month as per Client Contact Strategy and/or any other relevant strategy and update FP360 or other relevant CRM tools with the outcome of contact accordingly.
8. Share 100% accurate information about JMMB's solutions, services and operations.
9. Deliver informative and persuasive presentations within predetermined levels of participation.
10. Perform detailed portfolio review and analysis and present it to Clients at least once per year or more often as required.
11. Ensure retention of clients through superior service and financial advice.
12. In the event a client is terminating their relationship with JMMB ensure they retain a positive image of the Company.

13. Base recommendations on complete information and comprehensive analysis.
14. Maintain strict confidentiality of Client information among Team Members on a need-to-know basis and within the law.
15. Negotiate rates without negatively impacting the weighted average cost of funds for the FLGC.

Client Service:

- Document the Client's Goal Plan immediately, ensuring required standards are met.
- Ensure 100% accuracy and completeness when loading new Client data to the system.
- Maintain stated transaction times as per JMMB's Client Care Standard or the FLGC's Balanced Scorecard at least 95% of the time.
- Respond to Client account queries and special needs/concerns within one working day, even if the problem remains unsolved as per Client Partnership Principles.
- Ensure compliance with the regulatory guidelines in respect of resolving client issues

AUTHORITY

- Negotiate and offer investment and credit rates in accordance with established rate guidelines.
- Authorise transactions and sign JMMB documentation within specified limits and guidelines.
- Proposes portfolio mix for Clients.
- To discuss options available for loans, investments etc. with potential Clients.
- To scout for and pursue new Clients.
- To independently respond to internal and external queries using knowledge, creativity, initiative, and sound judgement.
- To recommend Clients to be treated with special discretion as per the guidelines set.
- To recommend adjustments to the exiting and/or new Client Care Standards.
- Scout for and pursue new clients.
- Independently respond to internal and external queries with knowledge, creativity, initiative, and sound judgment within regulatory and compliance guidelines.
- Propose alternatives in procedure to meet clients' immediate needs.
- Recommend changes to company policy and/or procedures.
- Identify and recommend seminars, courses, and programs to enhance on-the-job skills.

COMPETENCIES

Financial & Portfolio Management

- Extensive understanding of the macro-economic climate and its impact on the financial sector, assets, and market.
- Comprehensive knowledge of various financial organizations and instruments available both in Jamaica and overseas.
- Proficient in analysing and interpreting foreign exchange rate movements.
- Familiarity with securities brokerage operations.
- Highly skilled in utilizing asset allocation tools effectively.
- Has a proven track record of portfolio performance management and client partnership success.

Strategic Thinking

- Well-versed in a wide range of research and analysis methodologies.
- Solid understanding of quantitative and qualitative macro-economic variables.
- Proficient in identifying trends and opportunities within the broader environment e.g. growth in the BPO sector, shifts in employment in industries affected by redundancies etc.
- Collaborating with senior management to define financial goals and objectives in maximizing productivity and profitability within the consolidation sub-segment.

- Providing insights and recommendations on financial matters to support decision-making processes.

Client Care [External/Internal]

- Sound understanding and adherence to JMMB's Code of Ethics.
- Thorough knowledge of JMMB's Client Care Standards and JMMB's Client Partnership Principles.
- Familiarity with the roles of various JMMB departments and Team Leaders.
- In-depth knowledge and comprehension of relevant JMMB policies and procedures.
- Understands the profile of JMMB's external clientele and their preferences.
- Open and responsive in assisting clients in achieving their goals.

Business Development:

- Identifying and evaluating potential business opportunities and partnerships to drive revenue growth.
- Support with developing and implementing strategies to attract new partners and expand the organization's financial ecosystem. E.g. Realtors, Property Developers.

Regulatory Requirements [Internal & External]

- Well-versed in the areas of law and regulations that affect JMMB's investment management and client servicing operations.
- In-depth knowledge and understanding of JMMB FLGC systems and procedures.
- Able to identify gaps between legal requirements and actual practice.

Team Leadership and Collaboration:

- Collaborating with cross-functional teams, such as sales, marketing, and operations, to drive financial partnership initiatives.
- Mentoring and providing guidance to junior team members, fostering their professional growth.

OFFICE ENVIRONMENT		
Physical		
Normal Office Environment	Daily	75%
Special		
Travelling– to see potential or existing clients for consultations and presentations, Site visits for motor vehicle inspections, properties for mortgages and Home Equity loans	Ongoing	25%
Working outside of office hours, including weekends - to accommodate existing and potential Client requests (e.g., to conduct training sessions, participate in seminar, sales presentations Car shows, Open houses).	As needed	

Prepared by (name):	**Signatures:**	**Date** (dd/mm/yy)**:**
Reviewed by Incumbent & Team Leader (names):	**Signatures:**	**Date** (dd/mm/yy)**:**
Verified by Human Resources Dept (name):	**Signature:**	**Date** (dd/mm/yy)**:**

JAMAICA MONEY MARKET BROKERS LIMITED

JOB TITLE: _____ **DEPARTMENT**: _____

DESIREABLE PERSONALITY TRAITS
*(*See areas assessed in Talent Plus)*

INTERNAL JOB RATING SCHEME
(See Job Rating Manual for definitions,* ***weighting /Scoring***

	TOP FIVE DESIREABLE PERSONALITY TRAITS
1.	Positive approach to tasks, "Sure Can Do" attitude.
2.	Analytical.
3.	Solutions-oriented.
4.	
5.	

JOB RATING FACTORS & WEIGHTING	
Knowledge / Technical Know How	
Leadership / Visioning	
Client Care	
Responsibility / Accountability	
People Management & Development	
Problem Solving & Creativity	
Working Conditions *(i.e., both physical and special)*	
	100%

AGREED GRADE/LEVEL: **TM** [ ] **STM** [ ] **TL** [ ] **HOD** [ ] **STL** [ ] **ETL** [ ]

_____ _____

Approved by (name): **Signature:**

Date *(dd/mm/yy):*