

Account Manager

About AMINA India

AMINA India is a wholly owned subsidiary of AMINA Bank AG, a licensed Swiss Bank focused in digital and traditional assets. AMINA provides custody, trading, credit and investment products exclusively to institutional and qualified investors. AMINA Bank is Headquartered in Zug, Switzerland with presence in Mumbai, Abu Dhabi, Hong Kong and Singapore.

AMINA India acts as a virtual extension of the bank supporting activities spanning digital assets research, investment solutions, trading & liquidity management, risk management and more recently mid/back-office and IT operations.

About the Role

The successful candidate will be part of AMINA India's Accounts Management Team and globally support the Senior Relationship Managers across segments (institutional, professional private, EAM and corporate clients) to create strong client base and provide excellent onboarding service and build long-term relationships with clients.

In this function, you will be responsible for the following:

- Conduct client onboarding activities, including KYC, due diligence, client documentation, and service implementation, ensuring seamless integration and adherence to regulatory standards.
- Guarantee the delivery of high-quality KYC files in strict compliance with the bank's policies and procedures.
- Ensure that all processes executed during the final overview of the KYC files are delivered as per pre-defined SLA.
- Foster cross-departmental collaboration with Compliance, Relationship Managers and other senior stakeholders to enhance client experience, secure KYC approvals and ensure the sustainability of business relationships.
- Develop and maintain an in-depth understanding of the end-to-end KYC operations process, acting as a subject matter expert to support team operations.
- Spearhead the implementation of new processes and the optimization of existing frameworks for onboarding and account management.
- Conduct comprehensive Periodic Risk Reviews on the existing client portfolio, ensuring adherence to risk management practices.
- Adapt to continuous changes and challenges, effectively managing diverse initiatives and ad-hoc projects assigned by leadership.
- Provide strategic support to Relationship Managers across various segments, including institutional, professional private, EAM, and corporate clients. Serve as the primary point of contact for client requests, efficiently managing and coordinating account-related inquiries and orders.
- Manage and coordinate inquiries from prospects and existing clients through phone, email, and digital channels, delivering prompt and professional responses.
- Identify business development opportunities and contribute to pipeline growth through proactive engagement.
- Pursue ongoing professional development in finance, blockchain technology, and digital assets to enhance expertise and contribute to organizational innovation

For you to become part of AMINA's journey, we require the following set of experience:

- 2+ years of experience in account management or KYC/AML role

- High positive energy and drive to refine and improve the way things are done, can-do and hands-on mindset
- Ideally experience in account management or junior RM role
- Reliable and precise work ethic coupled with strong analytical skills
- Strong communication, relationship building and stakeholder engagement skills
- Team- and cause-first attitude
- Knowhow of Blockchain and digital asset markets is a plus
- Great verbal & written communication skills in English, any additional languages a plus

Join our skilled team and together redefine finance.

We owe our exponential growth to our innovative and collaborate team spirit and talented workforce. Every voice counts as we are always committed to learning from diverse perspectives and backgrounds because our people make the difference at AMINA Bank. **Regardless of your age, gender, belief, and background, at AMINA EVERYONE (E) is welcome!**

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Additional information

Location	Mumbai
Position type	Full-time employee
Start of work	Jan 6, 2025

Responsible

Siddhaarth KB