



Job Description

Client Service Consultant

Location: Hong Kong

Global technology company specializing in funds management software for hedge funds seeks results-driven person looking to make a difference in their career and use the skills and experience they have developed from solving issues for hedge funds to help other hedge funds (our clients) solve the same problems, but using our software.

The dynamic and complex nature of the hedge fund industry demands that our business move swiftly to accommodate client needs and so our people are passionate for continuous improvement and who always endeavor to find a solution to challenging problems.

Role Description:

This role has 2 key objectives:

1. Ensure our clients are satisfied by providing them with support in using our software.
2. Assist in the testing of our software and development of the product.

Job Profile:

Duties:

- ✓ Assist clients use the system via email, telephone and on client site;
- ✓ Investigate bugs reported by clients;
- ✓ Assist clients with projects using the system (i.e. report building)
- ✓ Assist in the functional testing of bugs raised during a system release
- ✓ Provide client feedback on outstanding issues

This role must be done during the following shift Mon-Fri (8.30am to 5.30pm). After-hours support enquiries will be re-directed via telephone/email to this person.

Mandatory Requirements:

1. Accounting Degree or Economics/Finance qualification
2. 2-5 years working in a hedge fund, prime broker, custodian, administrator or vendor of portfolio management systems.

3. Must either have experience or knowledge of the following concepts with regard to funds management:
 - Front Office: Investment Management (Order Management & Execution / Trading)
 - Middle Office: Investment Operations (Settlements / Corporate Actions / Reconciliations / Performance Reporting / Treasury)
 - Back Office: NAV Valuation and Accounting for long / short global exposures in (Equities / Warrants / ADR's / Futures / Options / Swaps / Bonds / FX Forwards / Non-Deliverable Forwards / P-Notes) for complex fund structures.
4. Must be able to learn new concepts quickly and be able to think 'laterally' and creatively
5. Excellent problem solving skills and great attention to detail
6. Must be confident and have excellent communication (written / oral) skills
7. Advanced Excel and MS Word skills

Highly Regarded

- o Knowledge of performance fee calculations using equalization or series based accounting methods.

This is a demanding role that will require passion, energy and excellent time management skills to deliver multiple tasks within tight timeframes.

Please forward all applications (including a cover letter & resume) to enquiries@fmo.asia.

About FMO

FMO (www.fmo.asia) is a new generation portfolio management system used by managers of hedge funds and individual accounts in Asia to report on their investments and manage front and back office operations.

FMO provides rich investment data that can be easily customized for quick decision making and for marketing aspects of your fund's performance. FMO is used by absolute return managers trading multiple asset classes globally using multiple prime brokers/counterparties.

FMO integrates with external trading/risk systems, prime brokers and data providers so information captured and reported in FMO is timely and reliable.

FMO also includes an integrated general ledger so clients can track their fund administrator with regards to accruals, performance fees and capital movements to calculate a complete NAV.

FMO is a simple to use, web-based system that can be accessed anytime, anywhere.