

Taiwan Jobs Expertini®

Officer, Relationship Associate, Citi Commercial Banking, Hybrid

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Company: Citi

Location: Taipei

Category: other-general

At **Citi** , we get to connect millions of people across hundreds of cities and countries every day. And we've been doing it for more than 200 years. We do this through our unparalleled global network. We provide a broad range of financial services and products to our clients – whether they be consumers, corporations, governments or institutions – to help them meet their biggest opportunities and face the world's toughest challenges.

Shape your Career with Citi

We're currently looking for a high caliber professional to join our team as **Relationship Associate - Hybrid** based in Taipei Taiwan. Being part of our team means that we'll provide you with the resources to meet your unique needs, empower you to make healthy decision and manage your financial well-being to help plan for your future.

The Relationship Associate is a developing professional role. Applies specialty area knowledge in monitoring, assessing, analyzing and/or evaluating processes and data. Identifies policy gaps and formulates policies. Interprets data and makes recommendations. Researches and interprets factual information. Identifies inconsistencies in data or results, defines business issues and formulates recommendations on policies, procedures or practices. Integrates established disciplinary knowledge within own specialty area with basic understanding of related industry practices. Good understanding of how the team interacts with others in accomplishing the objectives of the area. Develops working knowledge of industry practices and standards. Limited but direct impact on the business through the

quality of the tasks/services provided. Impact of the job holder is restricted to own team.

Responsibilities:

Provide day-to-day client servicing, handle and provide timely resolution to client issues.

Validates client data and documentation in relevant systems.

Takes the lead to coordinate and follow-up across internal departments to solve client needs.

Provides feedback to client related to emerging product needs, competitive practice and ideas on process/product improvement.

Analyzes client data and provides reporting as needed.

Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

Qualifications:

2 years relevant experience

Fluent in English and Mandarin

Education:

Bachelors degree and the above

Job Family Group:

Commercial and Business Sales

Job Family:

Commercial Sales Support

Time Type:

Full time

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