

## Job Description

### Reconciliations and Client Service Associate

**Company Overview:**

Kuber Ventures is a ground-breaking independent platform that is a one-stop shop dedicated to Enterprise Investment Schemes (EIS), Seed EIS (SEIS) and Business Relief (BR) investments.

Founded in 2012, Kuber provides an easy-to-use digital solution for financial advisers and investors considering tax-efficient investments and wanting to build diversified portfolios of many companies within EIS/SEIS and BR.

Our range of tax efficient EIS/SEIS and BR portfolios blends together the investment strategies and expertise of a carefully selected panel of product providers (investment managers) who have passed our stringent due-diligence criteria, in order to offer investors exposure to diversified portfolios built from a wide range of investments.

**Department Description:**

The Client Services Team plays a large part in first line customer care. They are responsible for all aspects of onboarding and maintaining client data, ensuring everything is in good order and proactively resolving incoming queries from Financial Advisers, who use the Kuber Platform to enable them to provide excellent service to their underlying clients. The Team also works closely with Custodians, Accountants, Fund Partners, Fund Managers, and all areas of the business.

In providing this service our aim is to build strong working relationships with our Advisers and stakeholders, and to maintain a highly satisfied group of employees.

**Role Objective:**

Reporting to the Head of Client Services, this role is responsible for the timely and accurate completion of client transactional and general data reconciliations, and any other ad-hoc reconciliations, ensuring all client records are accurate and in good order.

Following procedures and complying with FCA and GDPR regulations, explaining and resolving variances by working closely with relevant stakeholders.

In addition, the successful candidate will support the Client Services proposition, working as part of a team to proactively resolve Adviser and stakeholder queries on the phone and by email.

**Company Values**

- Respect
- Innovation
- Focus
- Courage
- Passion

<p><b>You are someone who:</b></p>	<ul style="list-style-type: none"> <li>● Is an experienced and confident spreadsheet user</li> <li>● Can quickly understand and solve problems</li> <li>● Is passionate about accuracy and attention to detail</li> <li>● Is highly organised, with drive, initiative and integrity</li> <li>● Has the ability to work to deadlines in a pressured environment</li> <li>● Is passionate about providing excellent customer service</li> <li>● Enjoys working as part of a team and speaking to a variety of people each day</li> <li>● Can guide customers to help themselves using digital solutions (Kuber portal)</li> <li>● Delivers results in line with personal and company agreed objectives and KPI's</li> <li>● Keen to learn and grow in your career</li> <li>● Responds flexibly to fluctuating workloads, particularly towards tax year end, when professional demands are greater</li> </ul>
<p><b>You have:</b></p>	<ul style="list-style-type: none"> <li>● Demonstrable reconciliation experience, at least 18 months' worth</li> <li>● Customer service experience, ideally within the financial services industry</li> <li>● Problem resolution skills, with the ability think laterally in order to offer solutions</li> <li>● Excellent communication skills, communicating clearly and concisely</li> <li>● Knowledge of the financial services industry, ideally an understanding of EIS, SEIS and BR</li> <li>● The desire to make a positive difference</li> <li>● Energy and enthusiasm</li> <li>● Proficient use of Microsoft systems</li> <li>● A good record of higher education</li> </ul>