

Transaction Processing Officer



Subsector: Asset Management

Job Family: Operations

Impact Level

Today, this role is responsible for accurate processing of transactions for the products and services provided to the client.

High Impact

Consolidated Activities

	Today	Future
Document Verification	Execution is document intensive. identity document verification technology can be used to authenticate and perform checks on different types of identity documents, including authenticity of the client's signature.	Blockchain could significantly shorten the document verification processes by providing a common shared platform that allow participating users to store, retrieve and remotely access documents.
Transaction Submissions and Processing	Execution is rule-based and repetitive. RPA has been leveraged to process transactions around the clock, achieving improved productivity.	RPA will continue to be leveraged, and AI will improve the approval rates of transactions by examining the transactions in an account to detect suspicious transactions.
Transaction Records Filling	Execution is document intensive. RPA can automate the scanning and indexing of transaction records. These records can be stored on the cloud to eliminate the need for off-site facilities and computer hard drives.	With the potential rise of blockchain, asset management firms could no longer need to spend time on documentation and filing.

In the next

3-5 years ...

Automation/advanced technology will remove a lot of laborious and repetitive tasks freeing up time of this role. In short, this role will see a potential convergence of job roles with other back office functions.

Skills Differentiators:

- ▶ **Automation Management:** The job holder will upskill to oversee automated systems, ensuring that operations requirements are met and focusing on the continuous improvement of machines.
- ▶ **Advanced Digital Acumen/Literacy:** On-going upskilling will be required to ensure the job holder is familiar with new electronic platforms, and capable of using advanced AI-tools.
- ▶ **Process Excellence:** With good understanding of the existing operations, the job holder can help to highlight the root cause of process inefficiencies and identify the right processes that require automation.
- ▶ **Complex Problem Solving:** The job holder will need to examine complex problems that are escalated and leverage available resources to develop and execution solutions.
- ▶ **Technology Troubleshooting:** The job holder will need to display the ability to assist clients in resolving basic technical issues on different platforms to ensure seamless transaction processing.

