

Account operations analyst

Proficiency level

- X New Gen AI skills
- X Transferrable skills at the same proficiency level
- X New skills
- X Transferrable skills at a higher proficiency level¹

Skills Framework track	Operations	Job function	Customer operations	Job family	Account operations
Sub-sectors	Retail banking, corporate banking, investment banking, private banking and wealth management, asset management, insurance	Expected augmentation by Gen AI	Do more and do new: Gen AI can assist in the tracking and escalating accounts with documentation deficiencies, and enhance the analysis of root causes for operational improvements. Clients will be able to interface directly with Gen AI tools (e.g., Gen AI chatbot), instead of interacting with the Account Operations Analyst		

Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Assist in servicing customer activities	Track, monitor, and escalate all accounts and/or transactions with documentation deficiencies and exceptions
	Maintain records of transactions and processing within customer accounts according to compliance requirements
	Analyze root causes of issues and provide inputs to continuously improve operations performance from a productivity, customer, and risk perspective
	Process policy documents and provide various premium collection reports for commission payout purpose
	Conduct and/or initiate customer call back to request, verify, and seek confirmation for transactions processing
Manage account maintenance	Process and initiate account-related change requests and/or instructions received from customers and/or business units
	Monitor account activities, balances, and limits and identify irregularities and escalate for review or action
	Perform adjustments to correct pre-processing and processing errors in accordance
	Perform daily, weekly, or monthly reconciliations for related financial reports and accounts
Facilitate customer onboarding and/or off-boarding	Review and verify customer data and necessary documentation required
	Facilitate name screening of customers during account opening activities
	Perform filing and archiving of clients' documents and records
	Process applications for approval based on defined limits relating to account criteria and risk classifications
	Document customer data in appropriate systems

New Gen AI skills

Prompt design	2
Gen AI principles and applications	2
Ethical and responsible Gen AI adoption	2

Additional skills required for potential redesigned role

Role 1: Transaction banking operations analyst (adj ² . Score: 0.46)					
Ethical culture	3	Technology application	3	Trade finance management	3
Data governance	3	Financial transactions	2	Cash flow reporting	3
Collateral management	3	Treasury management	3	Taxonomy application	4
Financial statements review	4	Asset and liability management	3		
Standard operating procedures development	3	Risk management	3		
Role 2: Know your customer / Customer due diligence analyst (adj. Score: 0.36)					
Ethical culture	3	Regulatory risk assessment	3	Taxonomy application	3
Data governance	3	Stakeholder management	3	Service challenges	3
Regulatory compliance	3	Account management	3	Continuous improvement management	3
Customer acceptance checking and onboarding	2	Customer relationship management	3		

- Transferrable skills with an increase in one level of proficiency is considered easier to acquire than transferable skills with multiple levels of increase in proficiency, followed by net new additional skills. Depending on job redesign for the financial institution, the financial institution will have to pick select skills to reskill employees on, via a combination of on-the-job training and existing courses.
- Skills adjacency score.

Source: SkillsFuture Skills Framework