

## Account operations manager

### 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 level<sup>1</sup>

<b>Skills Framework track</b>	Operations	<b>Job function</b>	Customer operations	<b>Job family</b>	Account operations
<b>Sub-sectors</b>	Retail banking, corporate banking, investment banking, private banking and wealth management, asset management, insurance	<b>Expected augmentation by Gen AI</b>	<b>Do more and do new:</b> Gen AI can automate the advisory process for account opening and documentation matters, streamline corrective actions for documentation deficiencies, and ensure compliance with regulatory standards. Clients will be able to interface directly with Gen AI tools (e.g., Gen AI chatbot) rather than interacting with the Account Operations Manager		

### Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Assist in servicing customer activities	<p>Provide advisory to frontline staff on account opening, customer information maintenance and bank documentation matters</p> <p>Monitor and execute defined corrective actions for accounts and/or transactions with documentation deficiencies and exceptions</p> <p>Oversee product administration and management processes to ensure compliance with established policies and procedures</p>
Manage account maintenance	<p>Enforce standard operating procedures for processing account changes</p> <p>Review accuracy of regular reconciliations for related financial reports and accounts</p> <p>Verify transactions processed for customer accounts against transaction reports and process adjustments</p> <p>Ensure adjustments for pre-processing and processing errors are resolved in a timely manner</p> <p>Monitor team performance against agreed SLAs, quality assurance standards, and data protection procedures</p> <p>Review and take preliminary steps to address irregular account activities identified</p>
Facilitate customer onboarding and/or off-boarding	<p>Assess need for additional approvals depending on customer risk profiles and account criteria</p> <p>Conduct regular quality assurance reviews to ensure account processing, maintenance, and document management are conducted in line with quality standards and regulatory compliance requirements</p> <p>Ensure account documentation management processes are in line with supporting systems</p>

### New Gen AI skills

Prompt design	3
Gen AI principles and applications	3
Ethical and responsible Gen AI adoption	3

### Additional skills required for potential redesigned role

Role 1: Transaction banking operations manager (adj. <sup>2</sup> Score: 0.57)					
Ethical culture	4	Risk management	4	Taxonomy application	4
Data governance	4	Standard operating procedures development	4	Trade finance management	4
Collateral management	4	Technology application	4	Cash flow reporting	4
Financial statements review	5	Financial transactions	3	Treasury management	4
People performance management	4	Asset and liability management	4		
Role 2: Claims liaison manager (adj. Score: 0.42)					
Continuous improvement management	4	Regulatory compliance	4	Product advisory	4
Ethical culture	4	Sustainable insurance and re-insurance solutions and applications	3	Customer experience management	5
Data collection and analysis	4	Stakeholder management	4	Insurance claims handling	5
People performance management	4	Fraud risk management	4		

1. 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.

2. Skills adjacency score.

Source: SkillsFuture Skills Framework