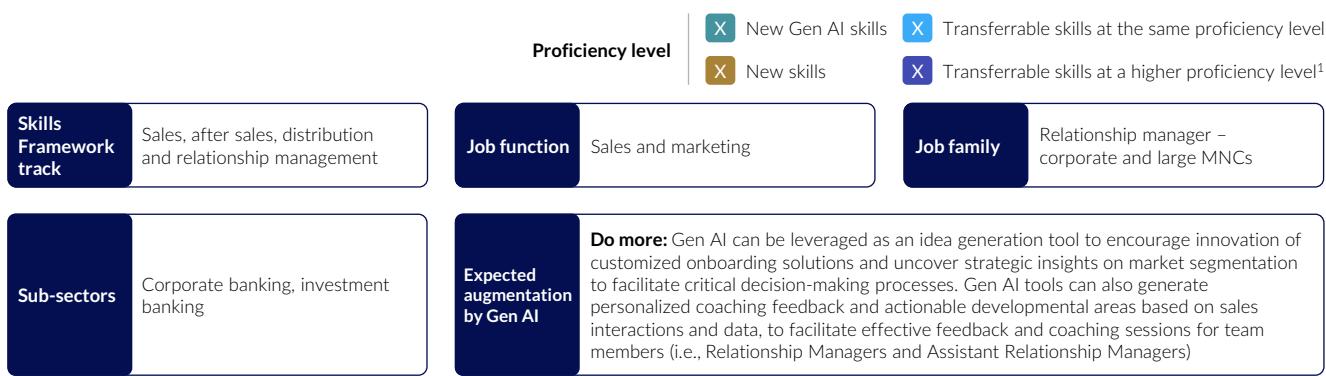


Relationship management director – Corporate and large MNCs



Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Acquire and manage clients	<p>Strategize opportunities for the organization to develop and maintain relationships with clients to enhance the value of services provided</p> <p>Drive innovation of customized onboarding options and solutions for clients to suit their needs</p> <p>Keep abreast of global standards for due diligence and evaluate their impact on the organization</p> <p>Define focus areas for market segmentation strategies and prioritize industries and/or sub-segments for organizational growth and development</p> <p>Establish frameworks for responding to client queries relating to credit, deposits, products, and operational issues</p>
Manage team performance targets	<p>Provide feedback, coaching, and mentoring for team members</p> <p>Ensure team members are trained and in compliance with internal and external regulatory requirements</p>
Provide ongoing credit analysis and support	<p>Set frameworks to monitor credit facilities to minimise operational, credit, and fraud risk</p> <p>Establish organizational standards for credit proposals and review credit presentations</p> <p>Synergise with credit operations and risk business units to achieve viable financing solutions for clients</p> <p>Monitor teams' ongoing credit reviews to ensure the risk assets portfolio is managed in alignment with organizational thresholds</p>
Advise clients on recommended products, services, and solutions	<p>Oversee the development of marketing and structuring customized products, including the evaluation of solutions created by team members</p> <p>Oversee and set targets for corporate portfolios for team members to achieve maximum revenues</p> <p>Spearhead initiatives to develop team members' knowledge of sophisticated global markets, products, services, and solutions</p>

New Gen AI skills

Gen AI strategy	5	Gen AI innovation, R&D, and innovation management	5	Prompt design	3
Leading Gen AI-enabled transformations	5	Ethical frameworks for Gen AI	5	Gen AI principles and applications	3
Gen AI data governance	5	Regulatory, legal, and risk management compliance in AI and Gen AI	5		

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.

Source: SkillsFuture Skills Framework

DO MORE