JAMAICA MONEY MARKET BROKERS LTD

JOB DESCRIPTION & SPECIFICATIONS

JOB TITLE: **FINANCIAL PARTNERSHIP OFFICER**

DEPARTMENT: Financial Life Goals Centre (FLGC) - Jamaica

SUB-SEGMENT: Accumulation Sub-segment

REPORTS DIRECTLY TO: Life Goals Manager (LGM)

IMMEDIATE REPORTEES: Not Applicable

SCOPE OF JOB:

- The primary responsibility of the Financial Partnership Officer (FPO) is to deepen financial partnership with clients, utilizing expertise from within the JMMB Group to help clients in the Accumulation phase of their lifecycle achieve their goals and build their investment portfolio.
- The FPO's key role is assisting clients in achieving their holistic financial objectives by conducting financial planning conversations, creating financial goal plans, and facilitating other necessary actions to support client to follow through on goal plans.
- Drive revenue growth by expanding the client base / reactivating the existing client base, managing relationships and offer solutions and services across
- JMMB's suite of solutions and packages to help clients achieve their goals.

MAIN DUTIES & RESPONSIBILITIES

Client Experience

1. Help clients in the Accumulation phase of their lifecycle identify their goals and create financial goal plans and make appropriate recommendations.
2. Assist clients to achieve their holistic financial objectives by conducting financial planning conversations to establish their financial position, obligations, risk tolerance, and goals, providing empowering financial advice for clients to follow through on goal plans.
3. Deepen financial partnership with clients by utilizing expertise from within the JMMB Group
4. Proactively identify client interests and potential opportunities that design financial goals for individuals and entities in the identified accumulator segment.
5. Share comprehensive, accurate, and timely analysis of market information and outlook as provided by Research
6. Share gaps, anomalies and opportunities identified promptly.
7. Present consistent public messaging in accordance with JMMB's guidelines.
8. Recommend innovative and ethical promotional strategies compliant with regulations.
9. Proactively engage and maintain client relationships through targeted contacts per month from datamining and updating CRM tools accordingly.
10. Disseminate accurate information about JMMB's offerings, operations, and culture.
11. Deliver informative and persuasive presentations within the sub-segment.

12. Ensure client retention through exemplary service and assistance with transactions or account issues.
13. Manage client relationship terminations and account closures positively to preserve the company's image.
14. Uphold strict confidentiality of client information among team members, adhering to legal requirements.
15. Negotiate rates while managing the weighted average cost of funds for the FLGC
16. Negotiate possible solutions based on JMMB Group's products and services, explaining differences from competitors, and establishing JMMB's client value proposition.

Business Development (Deposits, Investments, Loan Portfolio)

- Drive growth in FUM & Loan volumes to maximise revenue by expanding JMMB's client base and offerings through internal and external partnerships and open or facilitate the opening of the required accounts.
- Establish financial partnerships and create initiatives for business development.
- Identify and capitalize on cross-selling opportunities within the country and group to meet clients' financial needs.
- Proactively engage with existing clients to deepen wallet-share as part of managing relationships and enhance portfolio values, updating relevant Client Relationship Management tools as required.
- Conduct interviews with clients to assess their stated and unstated needs, including deposits, investments, and credit requirements, using a financial planning approach.
- Deliver presentations to external groups and individuals as part of the prospecting and servicing strategy, ensuring transparent disclosure of terms, conditions, and fees.
- Ensure accuracy and completeness of documents for services requested.
- Perform financial and credit analysis, prepare credit proposals, and manage loan application in accordance with pre and post disbursement processes and policies.
- Pay special attention to delinquency management as per CRM policies and procedures.

Market Insights

- Stay informed about industry trends, market developments, and competitor insights
- Participate in FLGC/Company sales, marketing, and public relations activities to achieve profitability and market share targets.
- Utilize resources to create an ongoing list of prospective clients within the target segments.
- Continually canvasing the Market to make recommendations regarding new product developments and marketing innovations.

Relationship Building

- Efficiently process waiting client requests in alignment with JMMB's client care standards.
- Follow up on new account setups to ensure clients receive confirmation documentation within specified deadlines.
- Process client transactions accurately and in compliance with legal requirements and JMMB's client care standards.
- Provide periodic updates to clients regarding their portfolio status or general market activities.
- Support JMMB's contractual obligations to clients through after-sales service, adhering to relevant Service Level Agreements (SLAs).
- Highlight various service improvements (JMMB App, Online Onboarding, Digital Assistant…etc) and alternate channels for enhanced client experience.

- Proactively encourage client feedback and recommendations for improving service.

Administrative Functions

- Utilize appropriate application or other Client Relationship Management tools to document leads, sales, meetings, events, and business outcomes.
- Prepare and follow up on any necessary loan documents and approval conditions for clients to sign and provide upon approval of the credit facility.
- Conduct required data searches, verify client signatures, and ensure accuracy and completeness of forms before entering data into UCS or other designated systems according to operating guidelines.
- Receive, input, and commit relevant data/documents (e.g., withdrawal requests, loans, deposits, fund transfers, foreign exchange transactions, loan payments, interest payments, change requests), ensuring data accuracy, proper documentation, Compliance requirements and signature verification before seeking authorization.
- Liaise with Credit Administrators regarding the preparation of security documentation for loans.
- Supports the migration of clients to appropriate digital and omni channels.
- Authorize transactions and sign documents on behalf of JMMB within the parameters specified in the policy and procedure documentation.

EDUCATION, TRAINING & WORK EXPERIENCE REQUIRED:

- Bachelor's degree in Management, Finance, Economics, Accounting, or Banking.
- Licensed by the Financial Services Commission (FSC), or eligibility for licensing.
- Certification in JMMB's Financial Planning Services (FPS)
- Comprehensive understanding of financial sector instruments, laws, and regulations.
- knowledge of financial and credit analysis, to include the preparation of credit proposals, and facilitate loan disbursements.
- Proficiency in Microsoft Office Suite.
- Strong communication and presentation abilities to effectively communicate financial insights to diverse stakeholders.
- Minimum of three years of relevant work experience, preferably within a financial institution.

AUTHORITY

- Provide financial advice to clients during partnership conversations.
- Authorise transactions within assigned limits.
- Quote rates to potential clients based on current rate sheets.
- Actively seek out and pursue new clients.
- Independently address internal and external queries in a timely manner with knowledge, creativity, and sound judgment in keeping with our SLAs and Client Care Standards.
- Recommend Clients to be treated as “Special Cases” or requiring enhanced attention according to internal guidelines.
- Recommend adjustments to the existing and/or new Client Care Standards.

- Identify and propose seminars or courses to enhance on-the-job skills- JMMB University, LinkedIn Learning…etc
- Recommend policy or procedure changes.
- Sign JMMB documentation or account facilitation documents within specified limits and guidelines.
- Negotiate and offer investment and credit rates following established policies and limits while managing the portfolio cost of funds.
- Propose portfolio mix for clients
- Ensuring Client Confidentiality and Data Protection
- Initiate or escalate training needs to enhance performance as necessary.

LIASE WITH:

Externally		
Who	**Frequency & how**	**Reason**
Banks / Financial Institutions	As needed. Via telephone and in writing	Support clients with their transactions at other institutions which would directly impact the Client Financial Plan at JMMB.
Clients	Daily. Via telephone, in writing and in person.	Accept information or requests and give service; respond to queries; provide financial planning advice; general Client care delivery.
Sales Partners (e.g., Car dealerships, Real Estate Agents etc.)	As needed. In person on site.	To support loan and deposit portfolio growth.
Liaise with Companies/ Agencies/Business	As needed. In person on site.	To promote Financial Clinics
Internally		
Country Chief Client Partnership Officer	As needed. Via telephone, in writing and in person.	To escalate issues; to get authorisation for using exceptional rates; signature for documents, general guidance for delivery of financial planning advisory services.
Deputy CEO & Country Client Partnership Officer FLGM	As needed. Daily. Via telephone, in writing and in person.	To escalate issues; to get authorisation for using exceptional rates; signature for documents, general guidance for delivery of financial planning advisory services
Other FLGC Team Members	Daily. Via telephone, in writing and in person.	To facilitate or expedite Client transaction requests.
Treasury (Department)	Daily. Via telephone, in writing and in person.	To facilitate or expedite Client transaction requests (e.g., breaking accounts, changing tenure*, rates, forward contracts).*
Credit Admin	Daily. Via telephone, in writing and in person.	To facilitate loan processing (LU, disbursement, loan closure etc.)
Credit Risk Management (CRM)	Daily. Via telephone, in writing and in person.	Support Adjudication and debt recovery
Central Operations	Daily. Via telephone and	Facilitate Wire transfer enquiries, follow up on

Department	in writing	client requests etc.
Compliance	As needed. Via telephone and in writing	Provide additional due diligence

WORKING CONDITIONS		
Physical		
Normal Office Environment	Daily	80%
Travelling– to see potential or existing clients for consultations and presentations, Site visits for motor vehicle inspections, properties for mortgages and Home Equity loans	As needed	20%
Special		

PERFORMANCE STANDARDS & INDICATORS

New Business Acquisition

- Develop initiatives to boost new account acquisitions, reactivate inactive clients and proactively identify client interests to increase new accounts opened annually, meeting set targets.

Revenue Generation & Portfolio Growth

- Contribute to JMMB's revenue growth by increasing the value and volume of financial solutions, goal plans, fees, and overall revenue, aligning with annual targets.

Client Partnership Retention:

- Respond to feedback provided through JMMB's CS&E survey and NPS target performance.
- Manage client relationships in accordance with the company's client care charter, ensuring exceptional client care.
- Direct clients to appropriate service channels, both during and outside of office hours, promoting self-service options.

Compliance and Risk Management:

- Ensure 100% adherence to regulatory guidelines and risk management policies, with exceptions and violations accurately tracked and recorded.
- Prepare and submit documents accurately and promptly to minimize risk exposure.

COMPETENCIES

As Financial Partnership Officer (FPO) at JMMB, there are several key competencies that are important for success in this role. These include:

Financial Analysis:

- Analysing financial statements, assessing creditworthiness, and evaluating potential clients' financial health.
- Understanding financial ratios, conducting cash flow analysis, and assessing risk.

Relationship Building:

- Building and maintaining relationships with clients, partners, and stakeholders through effective communication, networking, and interpersonal skills

Sales and Business Development:

- Identifying new business opportunities and expanding JMMB's client base through strong sales and negotiation skills. This includes lead generation, prospecting, and negotiation, which are important to achieve targets and drive growth.

Financial Products and Services Knowledge:

- Having in-depth knowledge of various financial products and services offered by JMMB, including credit facilities and investment products and other banking products and services and solutions.
- Understanding of JMMB's CRM policies and procedures.

Compliance and Risk Management:

- Ensuring compliance with regulatory requirements and adherence to internal and regulatory policies and procedures to mitigate risks.

Teamwork and Collaboration:

- Collaborating with colleagues and cross-functional teams within JMMB to achieve collective goals and to ensure cohesiveness.

Industry and Market Knowledge:

- Staying updated with industry trends, market conditions, and competitive landscape to provide valuable insights and guidance.

Technology and Digital Literacy:

- Proficiency in using banking and investment software, digital tools, and financial technology platforms to enhance processes and customer experience in the digital landscape.

Prepared by (name):	**Signatures:**	**Date** (dd/mm/yy)**:**
Reviewed by Incumbent & Team Leader (names):	**Signatures:**	**Date** (dd/mm/yy)**:**
Verified by Human Resources Dept (name):	**Signature:**	**Date** (dd/mm/yy)**:**

JOB TITLE: _____ **DEPARTMENT**: _____

Submitted April 26, 2024, July 2026

DESIREABLE PERSONALITY TRAITS
*(*See areas assessed in Talent Plus)*

INTERNAL JOB RATING SCHEME
(** See Job Rating Manual for definitions,*
weighting /Scoring

	TOP FIVE DESIREABLE PERSONALITY TRAITS
1.	Positive approach to tasks, "Sure Can Do" attitude.
2.	Patient, caring, sensitive to the needs of others.
3.	Strong, confident, not thin-skinned, or easily offended.
4.	Attention to detail.
5.	

JOB RATING FACTORS & WEIGHTING	
Knowledge / Technical Know How	
Problem Solving	
Client Care	
Responsibility / Accountability	
People Management & Development	
	100%

AGREED GRADE/LEVEL: **TM** [ ] **STM** [ ] **TL** [ ] **HOD** [ ] **STL** [ ] **ETL** [ ]

_____ _____

Approved by (name): **Signature:**

Date *(dd/mm/yy):*