

## Graduate - Client Service Associate

BetaShares is one of Australia's leading managers of Exchange Traded Funds ("ETFs") and related products, with a reputation for innovation and "market firsts". ETFs have been one of the fastest growing categories of investment products globally and in Australia over the last decade and the market is set to continue growing strongly in coming years.

ETFs are traded on the ASX like shares and deliver transparent exposure to a broad range of market indices and asset classes including Australian and international equities, cash, commodities, currencies, income strategies and alternatives. BetaShares' diverse suite of ~40 funds is also uniquely positioned in the market in that it offers exposures that may be suitable to both rising and falling markets.

### Role Summary

BetaShares is seeking a high energy, self-motivated individual to support and build on the success of the team to date. Whilst previous Sales experience is not a pre-requisite for this entry level position, the ability to build relationships and interact meaningfully in a professional manner with clients is a must.

The candidate will be expected to be accountable for many aspects of client service, predominately the provision of effective client query management and support services for the broader BetaShares sales team.

Whilst no previous financial services industry experience is required, an underlying interest and knowledge in financial markets is desirable, whilst the candidate must possess excellent client service skills and apply maturity and judgment in dealing directly with client queries.

The role will provide the candidate with the opportunity to build knowledge and a career in one of the most innovative and progressive financial services segments and firms. It is anticipated that the successful candidate will have the skills, ability and desire to progress to managing more senior client relationships over time as their skills, knowledge and experience grow.

### Responsibilities

Key responsibilities of this role will include:

- Deliver a superior client experience to investors and related third parties, including fielding and responding to queries
- Support the broader sales team with sales collateral, reporting and client management
- Assist in the analysis of sales activity
- Constantly evaluate systems, processes and procedures for inefficiencies and make recommendations for improvement
- Travel as needed to industry conferences and client events
- Plan and manage client events conducted by the broader team
- Embody a high degree of integrity and always act within compliance of the Industry regulations

**Key skills and experience:**

- Bachelor degree required (B Com, B Bus, B Ec. or equivalent desirable)
- Keen interest in investment products, preferably with up to 1-3 years of client facing work experience
- Strong phone and interpersonal skills
- Ability to analyse and speak about financial markets desirable
- Exceptional verbal and written communication skills
- Proficiency in Word, Excel, Outlook, PowerPoint. Advanced spreadsheet skills, and experience using CRM technology an advantage
- Ability and desire to work in a team environment; willingness to ask questions but also to learn independently
- Able to exercise sound judgment and to appropriately document conclusions
- Strong character references

To apply for this role or to find out more information, please email your CV to [careers@betashares.com.au](mailto:careers@betashares.com.au). Your interest will be treated in strict confidence.