

Goldman Sachs International City Fellowship

GSEC Account Manager

Firm Overview

Founded in 1869, Goldman Sachs is one of the world's leading investment banking and securities firms. Our clients engage us to help on their most important investment or business initiatives, which are frequently their most complex. We are committed to growing our distinctive Culture and upholding our core values which always place our client's interests first. These values are reflected in our Business Principles, which emphasise integrity, commitment to excellence, innovation and teamwork.

Operations Overview

Operations plays a vital role in the firm's ability to innovate and deliver the solutions our clients need. We partner with the firm's trading, sales and asset management businesses in order to enter new markets, launch new products and actively manage the millions of transactions the firm executes on a daily basis. From the most basic security to the most complex structured derivative, Operations is integrally involved in the trade.

Operations professionals work in many departments in over 40 cities in 23 countries around the world. This breadth of coverage in the division means that our people enjoy unparalleled opportunities.

Are you up for it?

GSEC Operations Overview

The GSEC Client Services group is a dynamic team that is responsible for the Operational support of the GSEC client base, which includes Hedge Funds, Professional Traders, and Agency Execution Broker/Dealers. We are directly responsible for managing the client's relationship within Operations for across products (Equity, Fixed Income and FX), with particular focus on mitigating risk for the client and firm as well as ensuring the client receives the optimal operational support in this competitive and growing market.

Principal Responsibilities

- Provide GSEC clients with a single point of contact for operational issues, which can include position breaks, failing trades, trade flow rejections and settlement instructions.
- Liaise with Core Operations (i.e. Settlements, Central Accounts Group, Trade Support) to resolve any queries or problems
- Building and maintaining client relationships with new and existing clients
- Working closely with other team members and management on strategic and ad-hoc projects.
- Compiling metrics to assess client performance and suggest areas of improvement.

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Skills / Experience

- Excellent communication and interpersonal skills.
- Ability to set own priorities and work well under pressure.
- A role model and guide for other members of the team.
- Team Player with a proactive and client orientated approach
- Must have good Microsoft Office skills and aptitude to learn new systems.
- Settlement and product knowledge would be an advantage.

Goldman Sachs is a meritocracy where you will be given all the tools to help you develop. At Goldman Sachs, you will have access to excellent training programmes designed to improve multiple facets of your skills portfolio. Our in-house training programme, 'Goldman Sachs University' offers a comprehensive series of courses that you will have access to as your career progresses. Goldman Sachs University has an impressive catalogue of courses which span technical, business and leadership skills training.

In order to help you navigate the organisation, you will be given a mentor from outside of your immediate department. This person will be positioned to provide you with objective advice and guidance on your career development.

We value internal mobility. The chance to take on new challenges in the firm over time will ensure that you remain stimulated and will help in your continued professional and personal development.

Goldman Sachs is an Equal Employment Opportunity Employer and does not discriminate in employment on the basis of age, race, colour, gender, national origin, disability, veteran status, or any other basis that is prohibited by applicable law.

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Key Competencies

Competency Level: 1 = Basic level of performance expected at junior ranks
2 - 4 = Increasing levels of competency and sophistication of behaviours needed for success at more senior levels

N/A = Not Applicable at this level

Competency (The appropriate competency levels are noted with an X in the right-hand columns)

	1	2	3	4	N/A
<ul style="list-style-type: none"> Client Focus Building and sustaining internal and external client relationships 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Professional Behaviour Demonstrating full understanding of professional, ethical and legal standards 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Teamwork Cooperating and collaborating with colleagues to achieve shared objectives 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Business & Financial Focus Focusing on business success, profitability and proper management of financial resources 	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Communication and Impact Conveying information with clarity, accuracy and credibility 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Developing Self Creating and pursuing individual development plan and expansion of knowledge and skills 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	×
<ul style="list-style-type: none"> Drive & Commitment Demonstrating determination and enthusiasm for initiating and delivering results 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Innovation Generating new ideas and creative approaches which move the business forward 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Integrating Diversity Promoting an inclusive culture while integrating opinions and insights from all individuals 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Judgement & Decision Making Using information to make balanced judgements while evaluating risks of alternative options 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Leadership Motivating and inspiring others by providing a vision of shared objectives 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Managing and Developing People Supporting and encouraging others in their personal and professional development 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Planning and Organising Developing and monitoring clear action plans with strong organisational skills 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Problem Analysis Identifying and examining problems and generating options and solutions 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Quality and Continuous Improvement Striving to enhance processes and procedures to improve quality and efficiency 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Resilience and Stress Management Maintaining resilience and performance in stressful, dynamic and flexible circumstances 	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Technical/Specialist Knowledge Maintaining and applying job-specific skills and knowledge to achieve individual objectives 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	×	<input type="checkbox"/>
<ul style="list-style-type: none"> Strategic Perspective & Global Awareness Demonstrating broad-based view of business issues and activities 	<input type="checkbox"/>	×	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>