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CIB F&BM, Business Support Management, Analyst

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Company: JPMorgan Chase & Co. Location: Argentina Category: business-and-financial-operations

Department Description:

Business Support Management (BSM) is a function within CIB Finance & Business Management. The group is responsible for many levels of administrative support services to the lines of business and senior management. This includes, but is not limited to, support of day-to-day management of corporate and support business functions along with oversight and management of administrative assistants, as well as a range of administrative support and controls to business functions. The team interacts heavily with the Front Office businesses, as well as corporate functions, such as Real Estate, Compliance, Human Resources, Control Management, Accounts Payable, and Technology.

Roles and Responsibilities:

This role will support CIB businesses across a variety of administrative and control related functions. Candidate must be resourceful, easily develop and influence a broad range of contacts across the bank and be comfortable interacting with varying levels of senior management. The ideal candidate will have a minimum of 3+ years of related experience and demonstrated success in leading productive and motivated work teams, while managing large scope projects across multiple LOB's and regions. Responsibilities include the following:

Management of end to end process of On & Off boarding process

Drive technology agenda by controlling and provisioning of technology hardware, applications and market data management

Real Estate/Space planning: maintenance of floor plans, move management, cost allocation and ad-hoc projects. Drive efficiency within CIB footprint

Enforce a dynamic control/ compliance environment and continually mitigate risk in business processes

Develop and implement meaningful performance metrics towards BSM agenda

Navigate through expense data to create reports and presentations for Senior Management

Advocate for the administrative staff needs

Control and coordinate LOB's vendor onboarding and LOB invoices

Additional job scope includes providing guidance and support and driving the agenda to ensure that effective business and process controls are maintained consistently across all businesses

Ad-hoc projects towards BSM agenda in Latin America

Candidate Profile:

The ideal candidate will possess the following:

1+ years of related experience

Fluent in Spanish and English, Portuguese is a plus

Strong oral and written communication skills

Strong and independent problem solving skills

People management experience is a plus

Customer service / Client facing experience is a must

Ability to conduct analytical reviews to influence and drive decision making

Advanced ability to organize, prioritize, and seek guidance in managing multiple priorities and functions under time constraints.

Strong knowledge of Microsoft Office (Excel, Word, and Powerpoint) – especially Excel and Powerpoint

Excellent relationship building skills with the ability to listen well and influence others

Ability to work under pressure, prioritize multiple assignments, and bring tasks to complete closure

A self-starter who is organized and consistently meets deliverables

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