



CONFLUENCE

Job Title: Operations Analyst
FLSA Status: Full-Time/Exempt
Supervisor: Senior Operations Analyst

Date: July 13, 2010
Department: Client Services
Job Code: CSS-10-004

Confluence is a global leader in investment data management automation. Offering the industry's only unified platform for fund administration, the Unity™ platform, Confluence is relied on by more than 40 percent of the leading investment firms worldwide to solve a wide range of problems, from performance measurement to customized reporting for mutual funds, variable products, alternative investments, and other instruments.

Purpose

Confluence's most important asset is its clients. The mission of the Operations team is to ensure that Confluence's clients are getting the business result they desire via our solutions. The Operations team owns the client's satisfaction with our solutions. The Operations Analyst is responsible for all daily processing for assigned clients.

Responsibilities

- The Operations Analyst is responsible for all daily processing including:
 - Ensuring Inbound and Outbound applications are running
 - Inbound data files
 - Tolerance Reports
 - Outbound Destinations
 - Fund Setup
 - Destination Setup
 - User Setup
 - Maintenance Request
 - Issue Resolution
 - Updating CRM to escalate issues
- Managing the relationship
 - Communicate with the client, third part vendors and data providers on processing and issue troubleshooting
 - Communicate issues to Senior Operations Analyst and Technical Support
 - Manage the client's expectations by communicating progress on outstanding issues.
 - Demonstrating Subject Matter Expertise in one or more Confluence software solutions

Education and Work Experience

- Bachelor's degree required in Business
- Minimum of two years of fund accounting or Fund administration experience preferred
- Excellent problem solving skills
- Ability to meet crucial deadlines



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- Ability to learn independently and work with a high degree of autonomy
- Attention to detail and thoroughness
- Excellent organizational and communication skills
- Ability to prioritize and manage multiple tasks
- SQL query experience preferred
- Crystal Reports Experience a plus

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To apply for this position, please send a cover letter (including job code) and resume.

Attn: Human Resources
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