

# Corporate Services Administrator

June 2021

Trident Trust is a leading independent provider of corporate, trust and fund services to the financial services sector worldwide, employing over 900 staff across a global footprint that spans Africa, the Americas, Asia, the Caribbean, Europe and the Middle East. We are seeking an experienced corporate services administrator to join our team in Panama. Client focussed and service oriented, we only employ individuals who are professionally minded, and committed and able to demonstrate good interpersonal skills.

## The Role

The successful candidate will act as the corporate services administrator, providing assistance to Latin American clients in matters related to various jurisdictions, principally the BVI.

## Key Responsibilities and Duties

- Perform all corporate services functions in relation to the designated portfolio of companies, as outlined in the procedural guidelines
- Liaise with clients, law firms, government offices, courier service providers, registries of corporate affairs, intermediaries, marketing professionals and other interested parties to ensure client instructions are performed efficiently and accurately
- Provide an excellent customer experience by adhering to Trident's established core values: responsiveness, attention to detail, personalized service and reliability
- Respond promptly and effectively to service inquiries, as well as concerns and complaints from clients and referral offices
- Maintain relevant, up-to-date knowledge, along with a clear understanding and application of applicable legislation, processes and policies
- Be able to offer suggestions to improve procedures and enhance the overall customer experience
- As required, and with direction from leadership, resolve day-to-day service and staff issues that arise
- Comply with and observe all anti-money laundering (AML) and counter-terrorist financing policies and procedures
- Review frequently and maintain working knowledge of the provisions of AML regulations, AML code, the BVI Business Companies Act, the organization's IT policy, and GDPR policies and economic substance legislation, all of which are relevant to handling the essential functions stated in this job description
- Accurately prepare resolutions, consent actions and other corporate documents related to incorporation and post-incorporation tasks
- Ensure that registry links are saved daily upon receipt and that they are not allowed to lapse
- Create accurate invoices for services rendered to the clients
- Arrange for the dispatch of documents via hand, courier and/or air mail within company timeframes
- Ensure job assignments are completed in a timely manner
- Perform any related duties as assigned by the team leader or department head

## Qualifications

- Degree in a business-related field or extensive experience in the financial services industry

## Skills and Experience

- Ability to communicate clearly, both orally and in writing
- Ability to work under pressure and independently, and be organized
- Ability to maintain a professional, positive and enthusiastic attitude when dealing with clients and colleagues
- Readiness to respond positively to instructions and procedures
- Ability to multitask and handle numerous assignments simultaneously
- Good problem-solving skills
- Considerable knowledge of the workings of the registries of corporate affairs, mainly in the BVI
- Considerable knowledge of the BVI Business Companies Act and ancillary legislation
- Demonstration of teamwork and adherence to the organization's rules

## Compensation

Competitive compensation will be offered based on the successful candidate's relevant experience and overall suitability for the position.

## How to Apply

Applications should include a complete C.V. and will be treated in the strictest of confidence. Please clearly outline the skills and attributes you would bring to the role, and your availability and salary expectations. Applications should be submitted by email to [mgarcia@tridenttrust.com](mailto:mgarcia@tridenttrust.com).