



PALLION®

## Client Services Executive

Pallion is the largest precious metal services group in Australasia and a top 5 Australian private group of companies. This multi-national group operates facilities throughout Australia, Hong Kong and mainland China. Pallion designs, manufactures and distributes precious metal products and related services. Pallion entities offer the following services: Bullion; Refining and Minting; Casting and Jewellery; Fabricated Metals; Findings and Vaulting.

In this Client Services Executive role, you will be responsible for liaising with refining customers on outturns, pricing and reporting requirements on a daily basis.

Other responsibilities in this role include:

- Completing trading transactions to meet the business requirements using ERP system;
- Completing daily reporting of customer's positions ensuring high attention to detail and analysis as required;
- Providing key information to traders on trades and positions from refinery customers and act as a customer liaison to medium-sized refinery customers;
- Managing all incoming jobs as required, assign job numbers and track progress accordingly;
- Setting up, negotiate and complete refining agreements with new clients;
- Inputting trades into Dynamics 365 system to capture transactions and enable effective calculation and management of overall positions;
- Managing positions and hedging when Head of Trading and Senior Trader are absent.
- Acting as the office assistant and PA to MD ABC Refinery as required;
- Ensuring compliance with ABC Refinery's reporting obligations to AUSTRAC under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, including the lodging of Suspicious Matter Reports (SMRs) and Threshold Transaction Reports (TTRs).

What we are looking for:

- Demonstrated experience in a similar role. Tertiary qualifications or equivalent preferred but not essential.;
- Key knowledge of foreign currency, trading and hedging and ideally precious metals;
- Experience in back office/settlements or similar in corporate or banking environment;
- Knowledge of Excel spreadsheets and their basic functionality for use in calculation of financial values;
- Excellent customer relationship, communication and dispute resolution skills;
- Strong ability to analyse financial data and reasonable mathematical and spreadsheeting skills.

**To apply, send your CV to [jenny.tran@pallion.com](mailto:jenny.tran@pallion.com)**

**FROM MINE TO MARKET, YOUR PARTNER IN PRECIOUS METALS**

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