

# DIRECTOR – REGISTRAR AND TRANSFER AGENT (M/F/D)

PANDOO Administration is an independent, CSSF regulated, Luxembourg based service company which offers high-end Luxembourg company domiciliation and fund administration services.

The Director – Registrar & Transfer Agent is responsible - in a general way - for dealing with all aspects related to transfer agency with focus on the alternative funds industry including the coordination and follow up.

The Director – Registrar & Transfer Agent must have a broad range of knowledge of the funds industry.

## YOUR RESPONSIBILITIES

- ✔ Ensure adherence to all established procedures and controls as well as to all specificities linked to dedicated clients;
- ✔ Establish and develop relationships with the customers and their shareholders and handle their queries;
- ✔ Treat multiple demands from external parties and/or the management reports;
- ✔ Oversight of Subscriptions, Redemptions, Transfers, Capital Calls and Distributions, including communication to investors;
- ✔ Follow up on payments made and received;
- ✔ Participate in periodical Audit/Depository reviews relating to registrar & transfer agency ("TA") matters;
- ✔ Act with a client orientation behaviour, manage operational aspects, legal obligations, and client delivery expectations;
- ✔ Overseeing regulatory requirements, ensuring that TA activity is carried out within the regulatory requirement scope of the CSSF;
- ✔ Be involved into the client meetings for TA operational aspects and in internal projects focusing on the development of the TA database;
- ✔ Respond to client queries regarding operational matters;
- ✔ Ensure the performance of AML/KYC assessments for existing and new investors, the compilation of identification and KYC documentation, together with the Compliance department;
- ✔ Ensures that information obtained is consistent with KYC/AML Policy and Procedures and satisfies the regulatory processes and requirements;
- ✔ Supervision and performance of the maintenance, regular update and quality control of the TA database;
- ✔ Leading direct reports and provide trainings and ensuring on-going development of the team;
- ✔ Managing resources within the team, promoting efficiency and best practices;
- ✔ Ad-hoc tasks as required.

## YOUR PROFILE

- ✔ Minimum of 6 years' experience in the Registrar and Transfer Agent area;
- ✔ Previous experience in managing a team is required;
- ✔ In-depth knowledge of alternative investment funds in Luxembourg (PE, RE, debt funds ...) and related specific transaction types: Capital calls, Equalisations, Catch-up processes, Contributions in kind ...
- ✔ Relevant university education, preferably in business studies, economics or finance;
- ✔ Fluency in English. Any additional language will be considered as an asset;
- ✔ Strong analytical and problem-solving skills;
- ✔ Ability to drive automation and technological solutions across the team;
- ✔ Strong understanding of operational risks and related controls, audit and internal control frameworks;
- ✔ Well organized with strong administrative skills, flexible and self-motivated;
- ✔ Demonstrable experience of working accurately and with attention to detail;
- ✔ Strong business ethics, eye for details, analytical and problem-solving skills;
- ✔ Proficient in Microsoft Office Suite applications;
- ✔ Experience with automated TA systems and investor(s) platforms.

## OUR SERVICES FOR YOU

- ✔ Unlimited employment contract;
- ✔ Competitive salary package;
- ✔ Annual leave above legal minimum;
- ✔ Space for individual responsibility and initiative;
- ✔ Regular, individually tailored opportunities for continuing professional development;
- ✔ Diverse working environment in a central location, near Luxembourg station;
- ✔ Friendly and dynamic team with flat hierarchies and a family-like atmosphere;
- ✔ Attractive social benefits: lunch vouchers, pension plan, sports allowance & referral program;
- ✔ Variety of team events;