



Customer Engagement Manager

Sydney, New South Wales, Australia (Hybrid)

ASX: Powering Australia's financial markets

Why join the ASX?

When you join ASX, you're joining a company with a strong purpose – to power a stronger economic future by enabling a fair and dynamic marketplace for all.

In your new role, you'll be part of a leading global securities exchange with a strong brand. We are known for being a trusted market operator and an exciting data hub.

Want to know why we are a great place to work, visit our [careers page](#) to learn more.

We are more than a securities exchange!

The ASX team brings together talented people from a diverse range of disciplines.

We run critical market infrastructure, with 1 in 3 people employed within technology. Yet we have a unique complexity of roles across a range of disciplines such as operations, program delivery, financial products, investor engagement, risk and compliance.

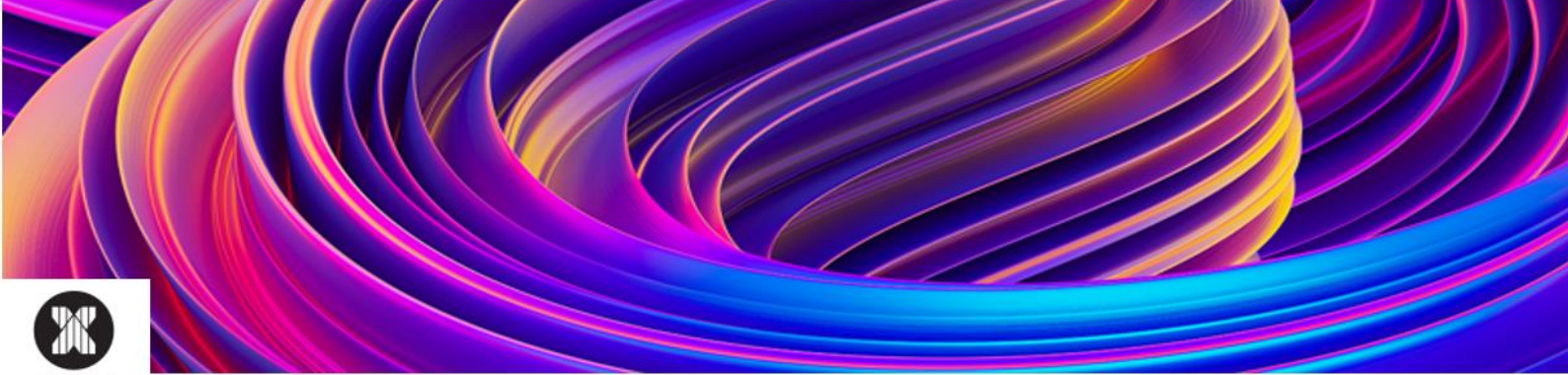
We're proud of the diversity of our organisation and the culture of inclusion that all our people help to build every day. Our employee-led groups are known for celebrating cultural and religious events, championing LGBTIQ+ inclusion, inspiring giving and volunteering, promoting gender equality, and wellbeing. We are an Employer of Choice for Gender Equality (WGEA) and a member of the Champions of Change Coalition for the advancement of gender equality in Australia.

About the team:

The Customer Engagement team within the Enterprise Customer and Operations division at ASX exists to develop genuine and mutually beneficial strategic partnerships with key customers to power a stronger economic future. The team enables the customer driven pillar of ASX's FY28 strategy by supporting our lines of business to achieve revenue growth and increase customer satisfaction.

What you will be doing:

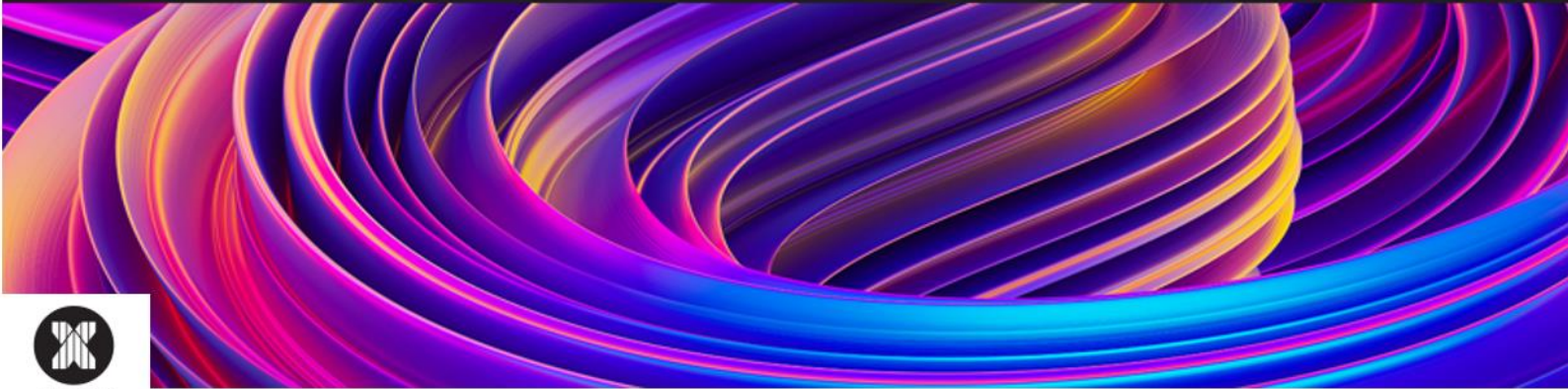
- Preparing customers account plans and profile
- Supporting internal customer briefings and executive engagements including the CEO engagement calendar
- Connecting business units by sharing opportunities and insights while managing conflict of interest considerations



- Coordinating actions and activities regarding areas of focus for strategic customers.
- Maintaining a calendar of engagement activities by BU and across all major change initiatives
- Assessing engagement impact on customers and feeding back issues and opportunities to BUs and project teams
- Collating insights from customer engagement activity
- Supporting the Customer engagement strategy

What you will bring:

- 3 years' experience in a customer support function or role
- Ability to organise and summarise large quantities of data and information across various sources
- Communicate with and influence (via formal presentation and everyday interaction) senior business stakeholders
- Demonstrate a high level of proficiency with Salesforce
- Work collaboratively with customer teams to understand and report on customer activities, opportunities and challenges
- Experience working with complex products and systems and in an outcome driven environment
- Built presentations and reports using the Microsoft Office suite
- Balanced a variety of tasks with defined timeframes simultaneously
- Financial Services experience (nice to have)
- Experience with analytics techniques such as Customer Profiling, classification analyses (nice to have)



ASX

We make hiring decisions based on your skills, capabilities and experience, and how you'll help us to live our values. We encourage you to apply even if you don't meet all the criteria of this role. If you need any adjustments during the application or interview process to help you present your best self, please let us know.

At ASX Group, our diverse workforce is essential to build and maintain a fair and dynamic marketplace. We support flexible working and offer hybrid working options. Even if our roles are advertised as full-time, we encourage you to apply if you are interested in part-time or other flexible working arrangements.

We will arrange for successful candidates to have background checks, including reference and police checks completed as part of the on-boarding process.

Recruitment Agencies: ASX does not accept any unsolicited agency resumes and will not be responsible for any fees related to unsolicited resumes.