



# Investor Support Officer (AS11153)

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 Investor Support team is the conduit between the general public and the Australian Securities Exchange (ASX). Investor Support Officers provide guidance and assistance to retail investors as they navigate through Australia's financial markets. Officers in this role are continuously liaising with numerous internal stakeholders to investigate issues experienced by customers across our platforms, and to provide meaningful solutions to customers based on the findings of these investigations.

In addition to responding to these enquiries via casework and telephone calls, they own the Customer Feedback Framework for ASX, and provide access to key portals for both internal and external stakeholders in Australia's financial markets.

The Investor Support team is part of the Customer Technical Operations (CTO) team, which sits in the Enterprise Customer and Operations (EC&O) division of ASX. CTO provides support to ASX's customers. EC&O is an enabling function, which supports the four key Lines of Business (LoB) in their operations.



## What you will be doing:

- Be the voice of the ASX by managing incoming calls and cases to the ASX Investor Support team delivering high quality customer service to investors and other ASX customers together with being the advocate of investors internally by driving focus to investor outcomes during incidents
- Ensure complaints/feedback are managed according to ASX policy and procedures
- Support ASX feedback awareness and education internally promoting a more effective feedback culture across ASX
- Voice customer engagement insight and suggest process improvements to enhance the customer journey
- Uphold a focus on risk management in accordance with ASX risk frameworks and expectations
- Assist Manger and Senior manager where required
- Act with integrity and promote the Investor Support team both internally and externally

## What you will bring:

### Must have

- Experience in a front-line contact centre
- Demonstrated strong customer experience ethos
- Maintained productive relationships with business and second level support team stakeholders
- Experience handling customer complaints in accordance with a feedback framework
- Exposure to CRM (Customer Relationship Management) platforms
- Experience working in a team, as a key team player

### Nice to have:

- Sound knowledge of financial markets, financial intermediaries, the function of an exchange in capital markets including investor access and the process for them to participate
- Experience within an exchange and/or trading environment
- Understanding of different financial products
- Experience using Salesforce and/or ServiceNow platforms
- Demonstrated ability to work unsupervised
- Experience using Office Suite (Word, Power Point, Excel, Outlook)

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.**