

Client Service Representative- Bilingual (Spanish/English)

At Brown Brothers Harriman, we believe no job is too big or too small for us to handle if it helps our clients. We value passionate, committed individuals who enjoy collaborating with others to find new solutions to complex business challenges. We are looking for those with an affinity to speak their mind, truly listen and step outside their role to add value to each endeavor. Above all, we seek someone who takes great pride in their work and is inspired and motivated by their role in protecting and enhancing our client's financial well-being.

If you are looking for an entrepreneurial environment with room to grow, develop, and thrive, Brown Brothers Harriman is the right place for you.

Join us as a Client Service Representative

Brown Brothers Harriman is currently recruiting a Bilingual Client Service Representative to join our Investor Services team. You will serve as a primary contact for custody clients and provide resolutions to client inquiries to ensure exceptional levels of client service. The Bilingual Client Service Representative performs reviews of daily service and transaction work while actively participating in the execution of client account conversions.

This role supports funds and larger accounts with greater complexity, and supports the training of newly hired, less experienced staff.

Key Responsibilities:

- 1. Client Service and Inquiry Response**
 - a. Proactively respond to custody-related client inquiries and coordinate with internal departments to prioritize requests, deliverables, and issue resolution
- 2. Technology, Productivity & Innovation**
 - a. Utilize relevant internal technology solutions to effectively manage client inquiries
 - b. Familiarize clients with new technology, automation tools, and products
- 3. Custody Risk Management and Control**
 - c. Complete monthly client reporting requirements and assist in reporting client service related metrics
 - d. Participate in team-based project work and audits
 - e. Monitor receipt of all client documentation (tax, KYC, account information, authorized signers, etc.) and analyze exposure of missing documentation to BBH/client.
 - f. Ensure proper escalation and follow through on claims payments and invoice collection.

Qualifications:

- 1. Education level/relevant experience**
 - a. **Must be *fluent* in both Spanish and English with the ability to pass a proficiency test upon interviewing.**
 - b. BA/BS degree required
 - c. 1-3 years of work experience
 - i. Global custody/financial services and client-servicing roles preferred
 - d. Comprehensive working knowledge of Excel

About our Company:

For nearly 200 years, Brown Brothers Harriman has provided expertise in Private Banking, Investment Management, and Investor Services. Located throughout 18 offices across the globe, we are committed to helping our clients navigate the increasingly complex global market by being their most valued, trusted and differentiated partner. The loyalty we earn from our clients comes from two things: the quality of our people and the culture of our firm. That's why we invest so much time and energy in attracting and developing the very best talent globally. We hire bright, entrepreneurial individuals, educate them on our client's business, provide them with the resources to succeed, giving them the freedom to excel. This results in a diverse team of individuals who inspire each other to share their unique perspective while working together to discover the next great idea. Our deep respect for a healthy work-life balance drives our comprehensive total rewards package that helps our employees grow personally and professionally, and get rewarded for the results they deliver.

What We Offer:

1. Direct access to clients, information and experts across all business areas around the world
2. Opportunities to grow your expertise, take on new challenges, and reinvent yourself—without leaving the firm
3. A culture of inclusion that values each employee's unique perspective
4. High-quality benefits program emphasizing good health, financial security, and peace of mind
5. Rewarding work with the flexibility to enjoy personal and family experiences at every career stage
6. Volunteer opportunities to give back to your community and help transform the lives of others

Grade 6