Customer Support Specialist
ASIA-PACIFIC

About the Role

Reporting to the Director, North Asia, this role is responsible for understanding the day-to-day needs of our customers and enhancing their end-to-end journey, from subscription and onboarding to training, usage, and ongoing support. You will serve as the link between our service offerings and the evolving expectations of our customers.

Responsibilities:

- Respond to customer inquiries and provide effective troubleshooting support to ensure prompt issue resolution.
- Deliver customer training sessions to demonstrate platform functionality, incorporating the latest market trends and regulatory requirements.
- Monitor customer activity to assess product usage and recommend strategies to maximise platform effectiveness.
- Stay informed about new product releases and feature updates to maintain subject matter expertise.

Work closely with sales to support development of sales opportunities including but not limited to:

- Assist in the creation and preparation of sales documentation, including proposals and work orders.
- Maintain and update sales databases and tracking tools to enhance team efficiency and data accuracy.
- Manage procurement-related tasks and respond to requests for proposals (RFPs) as needed.
- Coordinate travel arrangements and manage scheduling to support sales activities and customer engagements.

Research and Development:

- Explore emerging technologies, such as blockchain, AI, and cybersecurity to enhance AMLA® products.
- Develop and test innovative RegTech solutions.
- Collaborate with financial institutions to integrate advanced technologies into AML controls and risk frameworks.
- Ensure compliance with financial regulations and security standards.
- Analyse market trends and regulatory developments to identify opportunities for new products and services.

Requirements:

- Must be a Hong Kong permanent resident or legally authorised to work in Hong Kong.
- Must hold a bachelor's degree (including recognised top-up degrees), master's degree, or doctoral degree in a science, technology, engineering, or mathematics (STEM) discipline.
- A minimum of 3 years experience in a customer facing role.
- Strong presentation and interpersonal communication skills.
- High level of computer literacy, particularly in Microsoft Word, Excel, and PowerPoint.
- Prior experience in providing vendor-based services to financial institutions is preferred.
- Experience in project management within the financial services sector is an advantage.
- Native proficiency in Cantonese and Mandarin, with fluency in English.

Personal Qualities:

- A collaborative team player with high integrity, operating transparently within a global team environment.
- Thorough and accurate, paying great attention to detail.
- Genuinely invested in customer success, with a proactive attitude and willingness to go the extra mile to understand and exceed customer expectations.
- Highly organised, with the ability to manage multiple projects simultaneously.
- Demonstrates initiative, a "can-do" attitude, and a strong sense of ownership.

What we do at AMLA®

AMLA® is a world leader in regulatory and supervisory technology for the purposes of testing and validating sanction screening and transaction monitoring systems, testing many thousands since our incorporation in 2010, solidifying ourselves as go-to experts within the AML/CFT market.

We are relied upon by regulatory bodies and governments around the world to help them meet rigid regulatory requirements and minimise exposure to financial crime risk. Many of our customers choose to continue their partnership with us to establish further control and understanding over their markets, such is their trust in our technology and expertise.

AMLA® also assists financial regulators around the globe with Thematic Reviews, using our solutions to test and validate the AML/CFT systems of regulated entities.

Team members work hard, take ownership and strive for excellence in all that they do. This has resulted in rapid and continued growth of our business around the world.

Our values

- Trustworthy

We are relied upon | Dependable, respected, reliable

- Confident

We are leaders | Assured, influential, experts

- Pioneering

We are trailblazers | Progressive, ground-breaking, innovative

Location

Our Hong Kong office is located at the Lee Garden One, Causeway Bay. We offer a competitive package and personal development opportunities with International Compliance Association courses and a diploma sponsorship.

If you are interested in a rewarding and challenging career with AMLA®, please apply via LinkedIn or email muse@aml-analytics.com. Include your CV, highlighting your education, experience and skills and a covering letter explaining why this role is for you.