PhillipCapital

We're Hiring – Head of Client Onboarding
Location: Chicago, IL (Hybrid)

Phillip Capital Inc., located in Chicago, is dually registered with the SEC/FINRA as a self-clearing broker dealer and the Commodity Futures Trading Commission (CFTC) as a registered Futures Commission Merchant (FCM) serving professional traders and institutions with customized clearing, custody and global market access solutions.

We offer the opportunity to grow your skills and make meaningful, visible contributions to both your team and the company. We believe in integrity, accountability, open communication, and continual improvement to build for the long term. Our office in the iconic Board of Trade Building is conveniently located near Metra and CTA lines and close to restaurants, parks, shopping, and cultural institutions. Our building amenities include indoor bicycle parking, a gym, and a rooftop deck. Learn more about us at www.phillipcapital.com and www.phillip.com.sg.

We are seeking a Head of Client Onboarding to run and manage the client onboarding process for Phillip Capital's Futures Commission Merchant (FCM) and Broker-Dealer (BD) businesses. This role ensures that all client account openings, documentation, regulatory requirements, applications and system integrations are executed with accuracy, efficiency, and superior client service. The position requires strong collaboration across Operations, Compliance, Technology, and Sales to deliver a seamless onboarding experience that meets regulatory standards and supports the firm's growth strategy.

Key Responsibilities

- Oversee, review and approve all new FCM and BD account applications, ensuring accuracy and timeliness.
- Manage escalations and provide other departments guidance on complex onboarding cases (e.g., institutional accounts, introducing brokers, international clients).
- Coordinate across internal teams to ensure smooth setup of accounts in clearing, trading, risk, and reporting systems.
- Monitor onboarding pipeline and provide regular reporting to senior management.
- Ensure clear communication of requirements, timelines, and expectations to clients during onboarding.
- Serve as a point of contact for onboarding.
- Enhance the client onboarding journey through process simplification and technology enhancements.
- Run the client onboarding function across FCM and BD businesses, setting goals and ensuring alignment with organizational priorities.
- Develop and maintain onboarding policies, procedures, and controls that comply with CFTC, SEC, FINRA, and NFA regulations.
- Partner with Compliance and Legal to ensure AML/KYC standards, regulatory filings, and reporting obligations are met.
- Drive continuous improvement of onboarding workflows, including automation, and client self-service solutions.

- Update and maintain bookkeeping system to ensure all customer accounts are properly recorded.
- Compile information and documents required to meet minimum record keeping set by our various regulatory authorities.
- Correspond with prospective customers and brokers to obtain any missing documents.

Qualifications

- Bachelor's degree in Finance, Business, or related field; advanced degree preferred.
- 5-10 years of experience in financial services, with at least 5 years in client onboarding or, new accounts.
- Strong knowledge of FCM and BD regulatory frameworks, including CFTC, SEC, FINRA, and NFA rules.
- Series 3, 7, 24, or other FINRA licenses preferred (or willingness to obtain).
- Experience working at an FCM, broker-dealer, or dual-registered firm preferred.
- Familiarity with execution agreements and give up arrangements.
- Proven ability to streamline processes and implement technology solutions.
- Excellent communication, organizational, and problem-solving skills.
- Ability to work effectively across multiple stakeholders and manage competing priorities.
- Strong attention to detail.
- Willingness to take on other projects as needed.
- Demonstrated ability to work quickly and accurately under time pressure to deliver on our account opening standards.
- Understanding of new account opening processes for institutional and retail clients.
- Familiarity with regulatory filings such as FINRA Rule 4512 (Customer Account Information), CFTC Rule 1.37 (Customer Accounts)
- Expertise in AML/KYC, beneficial ownership requirements, and regulatory filings.

To be considered for this position, please apply via LinkedIn or submit a resume directly to careers@phillipcapital.com with “Head of Client Onboarding” in the subject line. Phillip Capital Inc. will not consider candidates sent by recruiters for this position.

Pay range: $100,000- $150,000