



Nodal Exchange is one of the world's largest power and environmental derivative exchanges. Along with its fully owned clearing house, Nodal Clear, Nodal Exchange provides price, credit, and liquidity risk management to participants in the North American commodity markets (power, gas, and environmental contracts) and financial markets (equity index contracts). Nodal Exchange is a leader in innovation, having introduced the world's largest set of environmental and electric power locational (nodal) futures and options contracts and providing the most effective risk management capability in power and environmental markets. All transactions on Nodal Exchange are cleared through Nodal Clear using a portfolio margining approach, enabling award winning risk protection with significant capital efficiency. Nodal Clear also clears for third-party exchanges, currently focusing on equity index and commodity derivatives. True to our innovative spirit, Nodal Exchange has built in-house most of the trading and clearing platform that fuels our business.

Nodal seeks talented and motivated applicants for the following role in Tyson's Corner, VA (DC Metro area):

Associate, Market Operations & Customer Service

This position will be very hands-on reporting to a Manager, Market Operations & Customer Service. The Associate will be responsible for:

- Monitoring live operational production environment with exceptional attention to detail
- Guiding trading participants and clearing members during the onboarding process
- Providing real time market surveillance, monitoring all trades that come into the exchange
- Actively engaging clients regarding operational processes and supporting technology
- Working closely with independent systems vendors (ISVs) to support new products and functionalities
- Becoming a subject matter expert to effectively partner with clients and internal departments on identifying the appropriate solution offerings
- Supporting daily, weekly, and monthly operational tasks
- Answering incoming calls and be able to professionally interact with customers
- Having a strong passion for financial markets with an emphasis on outstanding customer service and operational excellence, and a view towards competitive innovation in the commodity space
- Demonstrating an interest in learning and engaging in the latest technology that is crucial to support Nodal as a fully electronic organized marketplace
- Working specific hours based on the coverage required each week. These hours vary each week from 6 am – 3 pm, 7:30 am – 4:30 pm, 8:30 am – 5:30 pm, 11 am – 8 pm, and 1 pm – 10 pm. Please note you will also be required to be on call from time to time should issues arise

Requirements:

- Bachelor's degree or higher, in Business Administration or a STEM (Science Technology Engineering Math) discipline preferred
- 1-3 years of experience in customer facing role, ideally in financial services
- Enjoy working in a fast-paced team environment
- Strong communication and organizational skills

- Strong real-time problem-solving skills to diagnose technical and non-technical issues
- Proficient in MS Office
- Experience in options and futures products is a plus but not required
- Additional programming skills such as SQL, Python, or R are a big plus

Application Requirements

- Resume
- Authorized to work in the United States

Nodal Exchange, LLC does not discriminate on the basis of race, color, religion, sex, gender, sexual orientation, gender identify or expression, pregnancy, parental status, marital status, citizenship, national origin, age, disability, genetic information, military status, veteran status, physical or mental health, hairstyle historically associated with race, or any other characteristic protected by federal, state or local law with respect to recruitment, hiring, training, promotion, or in any other terms and conditions of employment. Nodal Exchange is an E-verify participant.