



Senior Associate, Market Operations & Customer Service

Nodal Exchange is a derivatives exchange providing price, credit and liquidity risk management to participants in the North American energy markets. Nodal Exchange is a leader in innovation, having introduced the world's largest set of electric power locational (nodal) futures contracts as well as the world's largest set of environmental futures and options. All transactions on Nodal Exchange are cleared through its clearing house, Nodal Clear, using a portfolio margining approach that provides participants significant risk management and capital efficiency advantages.

We are now looking for talented, innovative individuals to join our team in Tyson's Corner, VA (DC Metro area).

Primary responsibilities include:

Senior Associate, Market Operations & Customer Service

This position will be very hands-on reporting to the Director, Market Operations & Customer Service. Specifically, s/he will be responsible for:

- Monitor live operational production environment with exceptional attention to detail
- Guide trading participants and clearing members during the onboarding process
- Need strong real-time problem-solving skills in order to diagnose technical and non-technical issues
- Help provide real time market surveillance monitoring of all trades that come into the exchange
- Actively engage clients regarding operational processes and supporting technology
- Work closely with independent systems vendors (ISVs) to support new products and functionalities
- Become a subject matter expert to effectively partner with clients and internal departments on identifying the appropriate solution offerings
- Support monthly operational tasks
- Be expected to answer incoming calls and be able to professionally interact with customers
- Have 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

- Also demonstrate an interest in learning and engaging in the latest technology that is crucial to support Nodal as a fully electronic organized marketplace
- Be working specific hours based on the coverage required each week. These hours vary each week from 6 am – 3 pm, 830 am – 530 pm, 930 am – 630 pm, 1030 am – 730 pm. Please note you will also be required to be on call from time to time should issues arise
- Be the business owner (SME) of the T7 matching engine (CLOB trading architecture), responsible for knowing how the system works and how changes to T7 affect business processes
- Provide guidance and coaching to junior members of the team

Requirements:

- Bachelor's degree or higher
- 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 problem solving and researching skills
- Experience with JIRA is a plus but not required.
- Experience in options and futures products is also a plus but not required
- Proficient in MS Office Application Requirements
- Must be highly proficient in excel and any additional programming skills such as SQL, R, and/or Python
- Significant understanding of data structures
- Ability to take technical writing and convert it into business language to determine how technical changes will affect business processes

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.