



Nodal Exchange, the largest power futures exchange in North America, is a derivatives exchange providing price, credit and liquidity risk management to participants. Nodal Exchange is a leader in innovation, having introduced the world's largest sets of environmental and electric power futures and options contracts. All transactions on Nodal Exchange (power, environmental and natural gas) are cleared through its wholly owned subsidiary, Nodal Clear, using its award-winning portfolio margining methodology. Nodal Clear also clears for third-party exchange FairX, currently focusing on equity indices and commodity derivatives such as oil. As leaders in innovation, Nodal Exchange and Nodal Clear have built in-house most of the trading and clearing platforms that fuel our business. Nodal Exchange is part of the EEX Group which is in turn part of the Deutsche Börse Group.

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

### **Senior Associate/Manager, Market Operations & Customer Service**

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

- Owning operational processes and identifying opportunities for operational improvements through process improvements or automation
- Mentoring and training Junior Associates
- 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
- 2-5 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
- Programming skills such as SQL, Python, or R

### **Application Requirements**

- Resume
- Authorized to work in the United States

### ***What We Offer Our Employees:***

- A collaborative workplace culture where we value your contributions and ideas
- A comprehensive benefits plan which includes, but not limited to immediate access to low-cost health insurance plans (Highly company subsidized with an employee cost as low as \$10/month), a retirement savings plan with a competitive company match, and PTO that includes vacation, holidays, floating holidays, and unlimited sick leave, and company-paid life and disability insurance
- Contemporary workspaces designed to inspire innovative thinking in a fun, relaxed environment
- Catered weekly breakfast and lunch
- Free full-service gym access onsite
- Workplace flexibility - we value work/life balance, designed to fit your team, and your and your family's needs

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.