

Our Client, one of the World's leading suppliers of financial information applications, has mandated us to recruit a

Financial Applications Executive

Location: Geneva
Reporting to: Client Training Manager

contributing to our Client's programme commitment to building user confidence in its value proposition, making the service face of the company more visible to clients, to ensure continued customer satisfaction and to drive customer retention.

JOB DESCRIPTION – DUTIES AND RESPONSIBILITIES

The Financial Applications Executive works as part of an EMEA (Europe, Middle East, Africa) training community and is responsible for increasing the satisfaction of customers in the use of the product range. This is through providing job role focused training and advice for customers on Desktop products to derive maximum benefit from their services.

Key Responsibilities will include:

- Devising and delivering targeted workflow based training sessions based on data captured from analysis of customer job roles, in line with regional Customer Training Strategy.
- Work closely with Financial Application Specialist Trainer and Financial Application Support Specialist groups to ensure the appropriate level of contact for all end-users within assigned accounts.
- Build relationships with customers and core stakeholders through initiating and organising events at customer sites.
- Feedback current customer usage of products, future service needs, internal relationship issues and competitive situations to account teams.
- Maintain customer contact activity in the CRM system efficiently and accurately, ensuring customer feedback and product enhancement requests are managed.
- Work closely with Account teams in product upgrades and roll-outs, managing customer constraints and optimisation of customer satisfaction.

In addition to the above, the role requires participation in certification programmes to increase financial markets knowledge and to ensure knowledge of product development.

DEPARTMENT'S ROLE

The Financial Applications Executive is based locally within Switzerland, as part of a team of peers, working closely with customer account teams, generally based on customer sites. Working on a portfolio of assigned customer accounts the core function of the role is to act as a representative for end users in the financial marketplace, ensuring that customers are trained on products according to specific needs of their job. On larger customer accounts, the role will work under the lead of a senior customer trainer to deliver training.

PERSON SPECIFICATION – REQUIRED SKILLS AND EDUCATION

- Experience of working in a customer focused support role, ideally with training experience.
- Up to three years experience in a financial markets front, middle or back office role, e.g. broker, equity sales, trader, analyst.
- Strong Financial Markets knowledge is essential.
- Studying towards or holding a professional qualification e.g. ISMA, CFA, SFA, ACI Diploma is desirable.
- Ideally educated to degree level or international baccalaureate.
- Excellent rapport, relationship building, presentation and communication skills are essential.
- Excellent problem solving skills and a proactive and customer-oriented attitude.
- Advanced experience of the Microsoft product suite, particularly Excel.
- Fluency in French and English is essential.

The position will be offered on local terms and conditions