

Our Client is a leading global provider of financial information and specialised technology solutions designed for financial institutions. Its strength is the ability to offer customers around the world a combination of content, technology and connectivity. The team in charge of one of the most important global sales channels (14'000 customers) is currently recruiting

Client Relationship Managers

working from one of the company's European headquarters in **Geneva**:

Kundenbetreuung Finanzinformatik Genf ⇔ there are positions available for candidates with one of the following language skills:

German mother tongue or fluency

Swiss German mother tongue or fluency

JOB DESCRIPTION

The position can best be described as Account Management. The role of the Account Manager is to

- proactively manage an existing portfolio of small to medium sized clients with a focus on retention, increased revenue and client satisfaction, and
- acquire new customers and close sales of light touch products.

The function, while predominantly telephone based, includes occasional visits to customers in their countries. It involves constant liaison and collaboration with all front office activities including Client Training, Sales Specialists, CRM Centres and local technical support in clients' countries.

KEY RESPONSIBILITIES

- Provide proactive client service: Interact with existing customers and establish professional relationships in order to retain and grow business
- Recognise cross selling and up selling opportunities, follow-up on them
- Set correct customer expectations
- Gather and dispatch customer feedback to improve processes
- Manage escalated problems in area of specialisation, troubleshoot where necessary
- Share specialist knowledge with the team, participate in developing and implementing new work processes

REQUIRED SKILLS AND EDUCATION

- 1-3 years finance experience in a customer-oriented role related to Trading, Asset Management, Portfolio Management or Investment Banking
- Local market knowledge (who is doing what, where and how)
- Proven track record in account management/sales or high achievements within a target driven environment
- Experience of contacting customers on the phone in either a service or telesales role would be regarded as an advantage
- Strong team player
- Excellent rapport building and communication skills
- Graduate level education
- Technology / PC and Internet literate with good knowledge of the Microsoft Office package
- Further to perfect oral command of the required language (see on top), candidates must have working knowledge of English

Please send your offer by Email to romandie@erni.org