



<https://fintechbaltic.com/job/account-manager-at-nexpay/>

Account Manager

Description

Nexpay is looking for an Account Manager to join our team in Riga. The Account Manager is part of the Nexpay Business team, which is responsible for support, sales, marketing, and general business development.

The Account Manager is responsible for timely, precise, and helpful answering to customer questions, issues, and concerns via the online communication channels.

The Account Manager is the customers' first contact point, which requires a high degree of service mentality, integrity, and precision. Part of the duties is to present the company to prospects before passing them further to the responsible Sales team.

The position includes interaction with colleagues from multiple departments in the company and is seen as an entry position with the potential to grow into other units of the team, depending on the performance.

Responsibilities

- To recognize customer needs, create offers with unique selling points and, negotiate service terms and conditions;
- To advise our customers regarding products and services;
- To achieve the set sales targets and establish sustainable customer relations;
- To maintain and update the client database.
- Act as a single point of contact for the merchant and facilitate dialogue between them and the different departments in finance, compliance, and operations, and marketing.
- Responsible for welcoming customers, clarifying customer needs, assisting with onboarding, and providing service according to Nexpay customer service standards and procedures;
- Anticipate client needs, and the challenges they face, and work with the internal team to develop action plans for addressing issues and ideas that drive innovation and best practices

Qualifications

- Passion for providing the best client experience;
- Excellent communication skills, the ability to persuade and voice your opinion;
- Dedicated, motivated, and confident personality is driven by personal achievements and accomplishments;
- Previous experience in practical sales and/or consulting in the B2B sector;
- Strategic and analytical thinking
- Results-driven, eager to beat targets
- Ability to prioritize own workload and work with minimum supervision
- To be able to challenge established norms and proactively seek improvements and better solutions

Hiring organization

Nexpay

Nexpay is supporting digital companies so they are no longer required to have a bank account at a legacy financial institution to do their business. You can build your digital business using the Nexpay dedicated IBANs and our seamless payments solutions. Integrate into your business flow via API, and shape your business with the ultimate digital infrastructure. Join Nexpay, the ultimate payments infrastructure provider.

Employment Type

Full-time

Job Location

Riga, Latvia

Date posted

August 3, 2022

APPLY

- 1+ years' experience preferably within a regulated entity in a similar role in a banking, payments
- Higher education: Business management, Economy, or other would be an advantage
- Experience working in a fast-paced environment
- Excellent written communication skills and ability to convey complex information in a clear, understandable way for the audience
- Fluency in English. Other languages are seen as an advantage

Job Benefits

- Gross salary between EUR 2100 and EUR 2600 per month based on qualification
- Performance bonus
- A unique opportunity to participate in creating a globally relevant company in the fintech market
- Health insurance
- Equity options
- Partial remote flexibility
- Training and development programs