



<https://fintechbaltic.com/job/client-services-manager-at-clear-junction/>

## Client Services Manager

### Description

Clear Junction has a new role for a Client Services Manager in Riga to nurture long-term relationships with clients. You will resolve any issues that arise to ensure clients are satisfied with our services. If you are an excellent communicator who's able to grasp clients' needs and elaborate ways to fulfill them, the team would like to meet you! Especially if you also have a background in client service and experience in the financial services industry.

This role plays a key role in the business by safeguarding our revenue and retaining our clients.

### Responsibilities

- Build trusted relationships with clients
- Support sale and upsell of solutions and services
- Monitor, facilitate and troubleshoot client operations, track related metrics
- Act as point of contact for requests and complaints
- Ensure both the company and clients adhere to contract terms
- Log, resolve and escalate issues, as appropriate
- Collaborate with other Clear Junction department teams to address clients' needs and assure adherence to rules and guidelines

### Qualifications

- 2+ years of experience as a client service manager, or similar
- 4+ years of experience in the Financial Services (Payments, FX) / Transactional Banking
- Experience in tracking client-related KPIs
- Proficient in MS Office, with working knowledge of CRM platforms
- A client-oriented attitude
- Excellent communication and negotiation skills
- Problem-solving aptitude
- Ability to work well in a team
- BSc/BA in Business Administration, Finance or a related field
- Languages: fluent in English, both written and spoken

### Job Benefits

- Collaborative environment
- Growth opportunities
- Excellent work conditions
- Base salary 1700-2100 EUR per month (gross), depending on experience

### Hiring organization

Clear Junction

Clear Junction is a global payments company, licensed and regulated by FCA in the UK, that offers regulated end-to-end payments solutions based on proprietary, in-house technology. The company's infrastructure is designed to meet the growing needs of global financial companies. Its solution includes a variety of specialized services, customized for Fintech companies of all sizes and maturity. Clear Junction's offering is composed of three main components including regulatory services, advanced technology and key banking relationships.

### Employment Type

Full-time

### Job Location

Riga, Latvia

### Date posted

May 31, 2022

APPLY