

Job Description

B4B Payments

Job Title: Account Manager

Location: London

Term: Contract

Salary: £35,000 - £45,000 subject to experience.

Reports to: Director of Account Management

About us

B4B Payments provides forward-thinking payment processing solutions, which enable any size organisation to manage expenses, simplify payroll, reimbursements, and offer employee rewards and incentives. With over 1,000 customers and growing, B4B Payments, voted the Best Prepaid Product of the Year in 2019, operates throughout Europe and North America. As a leader in Fintech and prepaid payment solutions for 15 years, employing a global team, B4B Payments continues to offer innovative, flexible, and time-saving solutions that streamline and eliminate antiquated finance and accounting processes. B4B Payments Europe is a member of the Federation of Small Businesses, PIF (Prepaid International Forum), Innovate Finance, and the Mayor of London's International Business Program.

About the role

Account Managers at B4B are at the very hub of our business. Looking after a portfolio of clients, the account manager owns the relationship with client decision makers. Account managers tend to specialise in two or three industry verticals and, where appropriate, by language or location.

The role is based at our London office and the applicant must be able to commute to the office. Currently we are operating a hybrid working environment of 2 days in the office and 3 at home.

Please note, this is a salaried position and does not have a sales incentive.

Responsibilities

- Manage a portfolio of clients and provide solid relationship management to optimise client satisfaction & loyalty. Ownership.
- Understand the B4B products, the technical infrastructure and be able to translate this knowledge into client applicable solutions.
- Look for opportunities to grow your portfolio; create and manage a pipeline of new opportunities in the company CRM.
- Be able to prepare and present (online and in person) client reviews. Be an engaging and enthusiastic individual – someone clients want to do business with!
- Be involved in product development so that your clients' demands are met
- Maintain current knowledge on emerging regulations in the card space, competitive analysis, and other related new developments affecting the card / financial solutions business.

Requirement

Essential (Need to have)

- Native or professional level of English
- Previous account management experience
- Facility with numbers & a willingness to understand a fintech business and the drivers that underpin it – revenues, costs, profits.
- Ability to use MS Office – in particular, Excel & PowerPoint
- Ability to use a CRM system & pull reports
- The willingness to talk to clients in meetings, by phone, online and understand their needs and translate this into follow up actions. Be engaging.
- A can-do attitude (Account Management deals with customers and a willingness to own problems cheerfully goes a long way)
- Demonstrated ability to work independently and from home as necessary
- Accountability to take ownership of tasks where direction towards resolution may often be unclear
- Ability to commute to London office

Desirable (Nice to have)

- Previous experience in the payments industry
- Another European language
- Apple Mac experience

Apply

To apply, send your CV to careers@b4bpayments.com