



Job Description

B4B Payments

Job Title: Account Manager

Location: Boston Preferred

Term: Full-time

Salary: Based on Candidate Experience

Reports to: Head of B4B Payments US

About us

B4B Payments is an award winning Fintech Company founded 14 years ago in London. After years of success in Europe B4B Payments recently launched the United States. B4B Payments (USA) Inc. is based in Boston and has clients across the country. A Fintech leader in and prepaid payment solutions, B4B Payments provides innovative and forward-thinking payment processing solution, which enable any size organisation to manage expenses, pay-outs, reimbursements and incentives.

About the role

The Account Manager manages established relationships with clients to provide excellent solution support and to expand these relationships. We are looking for an experienced, motivated, bright, high-energy person to join our team and contribute to our growth in the US Market. The role includes the general scope of account management including managing all the details of the account and client use cases. Account growth is key including identifying opportunities and executing projects with our clients based on the initiative of the Account Manager.

Responsibilities



- Manage a portfolio of clients and provide effective relationship management to optimise client satisfaction, growth and retention
- Report Account Status, Risks and Opportunities
- Understand the B4B products, the technical infrastructure and be able to translate this knowledge into client applicable solutions
- Resolve client set-up and operational issues on B4B Products
- Identify opportunities to grow the portfolio; create and manage a pipeline of new opportunities in the B4B Payments CRM
- Prepare and present client reviews and training, providing a positive and interactive client experience
- Be involved in product development in support of client needs
- Maintain current knowledge on emerging regulations in the payment card industry, competitor landscape, and related new developments affecting the payment card / financial solutions industry
- Providing guidance to customer service teams by briefing on new clients and service requirements

Requirement

Essential (Need to have)

- Proven background in relationship management
- 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
- Bachelor's degree and 5 years of experience
- Computer literacy – Desktop publishing, Presentation, Communication, Collaboration tools
- Live presentation skills
- Working in a team environment

Desirable (Nice to have)

- Experience in Payments / Payment Card Solutions
- Experience in a relevant industry vertical. Tourism, Incentives, Pharma, etc.
- Fluent in a second language common in the US



What we offer:

- Leave: 15 days of paid vacation leave per year for the first two years and 20 days thereafter. Paid time off is additional to sick days, eight specified public holidays and days that the company does not operate
- 401K: You will be eligible to participate in the B4B Payments (USA) Inc. program three months after your starting date.
- Healthcare Reimbursement: Individual health insurance plans can be purchased through our payroll provider, B4B Payments (USA) Inc. will provide you with a tax free reimbursement up to limits set and revised in accordance with the companies benefit policy.

Make a difference:

This is an opportunity to be part of responsible professional environment. It's important to us to hire the right people and craft roles that work. Our core values are:

- **Equality:** We strive to create a workplace that reflects the diverse communities we serve and where everyone feels empowered to bring their full, authentic selves to work.
- **Teamwork:** The strength of our team does not only lie in our combined experience and expertise but our ability to trust each other, no matter what. We understand that our best work is not produced by individuals but by enjoying collaboration as a team and supporting each other every day.
- **Quality:** We provide award-winning solutions and unsurpassed service that, together, deliver premium value to our customers.
- **Innovation:** Redefining the standard of excellence is in everything we do. Therefore, we are open to ideas that challenge the conventional views and drive innovation. The only constant in life is change and we believe that in order to stay relevant we must continuously improve and evolve with the changing needs of society.
- **Trust:** We strive to act in a manner that builds trust with our team, clients, business partners, and other stakeholders. We firmly believe that actions speak louder than words and transparency is key.