

Job Description

B4B Payments

Job Title: Senior Account Manager

Location: London

Term: Contract/Permanent

Salary: Up to £50,000 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. Experience of the travel industry will however be very useful in this role.

We're looking for an experienced account manager who can work independently with clients to grow their relationship with B4B Payments.

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 (subject to government guidance).

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
- 5+ years of previous account management experience
- Facility with numbers & a willingness to understand a fintech business and the drivers that underpin it – revenues, costs, profits.
- The ability to hold meaningful discussions with clients in person, 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
- Systems use – in particular, Excel, PowerPoint & ability to use a CRM system & pull reports

Desirable (Nice to have)

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

What we offer:

- 28 Days Holiday (including bank holidays)
- Hybrid work - the ability to work from home and from our new offices
- An individually tailored personal development plan and ongoing training
- Cycle-to-work scheme
- Employee assistance programme
- Regular socials and relaxed working environment

Make a difference:

We're always on the look out for talented individuals to help take us further – It's important to us to hire the right people and work out a role that works.

- **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.