

Overview:

Our client is a growing South African fintech with an expanding forex offering and a strong focus on personal, responsive client service.

The Account Manager will own relationships across a portfolio of clients, supporting them through onboarding, transactions and ongoing account management. The role combines client engagement, administration and problem-solving and includes local travel for face-to-face client meetings.

Responsibilities

- Manage and retain a portfolio of individual and business forex clients.
- Build strong client relationships and act as an ongoing point of contact.
- Support clients through onboarding, including in-person meetings where required.
- Work with the sales team to transition new clients into account management.
- Assist with the administration surrounding forex transactions.
- Manage client requests, issues and escalations through to resolution.
- Maintain consistent follow-up and visibility across outstanding client matters.
- Understand client needs and identify opportunities within existing accounts.
- Provide feedback on recurring client issues and potential process improvements.
- Engage with clients across phone, email, virtual meetings and face-to-face meetings.

Requirements

- Minimum two years' experience in a client-facing role.
- Tertiary degree in management, finance, administration or a related field.
- Strong relationship-management, communication and administrative skills.
- Good numerical ability and problem-solving capability.
- Comfortable learning new technology and systems.
- Able to work independently in a remote environment.
- Fluent English; Afrikaans would be advantageous.
- Understanding of forex would be advantageous.
- Based in Johannesburg or Pretoria with a valid driver's licence and own vehicle.
- Comfortable travelling locally to meet clients.