



Job title Client Relationship Executive

The package £18K – 23K, depending on experience

Benefits Share options, income protection, Death in Service

Location Parsons Green, SW London

About us It is an exciting time to join systemsinc solutions. Our innovative product automates the delivery of data between payroll, AE middleware and pension providers. We are a new specialist provider of integration solutions (iPaas), a \$1.6 bn high growth global market and our product is the only one of its kind in the UK.

As a place to work, we are entrepreneurial in spirit where no two days are the same. You will be part of a success story of a disruptive technology business where the opportunities for development and growth are endless.

Your role will be to support the Client Relationship Manager, keeping our clients delighted, escalating issues and keeping all administrative systems in excellent working order.

You will have ample opportunities to develop within the company and an outstanding candidate will be well positioned to exploit the opportunities that a rapidly expanding, energetic start-up will provide over the next few years.

Key responsibilities:

- Support the Client Relationship Manager and project teams to maintain a high quality experience for our clients
- Ensure good records are maintained for all clients and partners
- Own the relationship with smaller clients, including site visits and conference calls
- Provide remote service to clients and effective account management
- Provide support to the Business Development Manager with sales activities (including direct sales)



- Prioritise client support based on information from the Client Support Team and your own analysis
- Develop your own knowledge of payroll, pensions, middleware and technology to provide insights into the market and future proposition changes
- Provide information and solutions to the Client Support Team
- Understand our partners' businesses to identify synergies and develop our relationship with them
- Represent the company at events and on our exhibition stands and promote our products and values

Essential skills, experience and education:

- Bachelors degree desirable
- Experience in a junior account management/ client facing environment desirable, but would suit someone who wishes to develop their client-facing skills having gained relevant skills/knowledge from working in an implementation or Automatic Enrolment role
- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Well organised
- Desire to gain knowledge in new fields and gain new skills