



TradingHub

CLIENT RELATIONSHIP MANAGER

Occupational Areas: Financial Analytics, Banking & Investment, Technology, Data, Computer Science

Salary Range: Competitive

Location: Toronto

About TradingHub:

TradingHub is a fast-growing London-based FinTech founded in 2010.

The Toronto office of TradingHub began operations in early 2020 to support the business and clients in the North America region, and we are currently recruiting a Client Relationship Manager to join the team.

We serve global financial services clients, including investment banks, traditional asset managers, hedge funds, and regulatory institutions.

Our data analytics tools help to solve a range of issues for clients, including: market abuse surveillance, best execution monitoring, rogue trading detection, and trader performance profiling.

Summary of role:

You will play a fundamental role in cultivating TradingHub's relationships with our clients in North America. You will develop a deep knowledge of our product suite and provide relationship management services to ensure that our clients get the most out of our products. Additionally, you will have cross selling opportunities for our other product offerings. In this role you will be mentored primarily by our senior CRM in Toronto, but also have close ties to the teams within our New York and London offices.

Responsibilities will include:

- Managing day to day relationship and acting as key point of contact for escalation purposes
- Performing quarterly reviews with clients, obtaining feedback and addressing any outstanding issues
- Ensuring clients are kept up to date on product enhancements
- Gaining feedback on the product and identifying trends, communicating this internally to development and managing client expectations on ETAs
- Training clients on the system (acting as a product expert)
- Building relationships and acting as primary contact with senior clients on the buy side and sell side (also includes finding contacts in other departments). E.g. CRM's main contact will be the head or global head of compliance teams as opposed to technical contacts...
- Cross selling additional products and asset classes to existing clients
- Additional contact during implementation phases and overseeing key deadlines.
- Reviewing cross selling pipelines and renewal dates (account management)
- Hosting events for clients- working closely with TradingHub senior management on this.

Requirements:

- Good understanding of financial markets
- Demonstrable experience in a client-facing role
- Excellent problem-solving ability
- Organised and good with time management
- The ability to explain complex topics in a non-complex manner
- Proactive and passionate approach, able to liaise successfully with multiple layers of stakeholder.
- Concrete examples of adding value to the company in the past.



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We Offer:

We will offer an attractive and competitive remuneration and benefits package to the right candidate. Furthermore, this is an opportunity to build your network and experience in the fast-growing Fintech space with bright, like-minded individuals. Additionally, you will receive regular technical and soft skills training both on the job and through external resource.

If you are interested in this position please send your CV to callum.hart@tradinghub.com

TradingHub is committed to providing equal opportunities and supporting diversity in employment. Diverse teams really are the best teams.