



## Client Manager (m/f/d)

**Tradewind** is an international trade finance company, specialized in international factoring and export financing. It provides tailored working capital solutions for small and medium-sized enterprises worldwide, empowering them to grow their businesses through international trade. For over 20 years, with local expertise through 20 offices in 14 countries, Tradewind has been providing liquidity for companies across all continents with our customized cash flow solutions.

We are looking for a Client Manager (m/f/d) for our office in Sofia in order to accompany and guide our clientele in Bulgaria and the Eastern European markets.

### Qualifications

- University / college degree
- Minimum 3 to 5 years' work experience in factoring and/or banking industry. Previous experience as a Client Manager/ Key Account Manager/Customer Service Specialist in a bank/non-bank financial institution will be an advantage.

### Responsibilities and Tasks:

- Be a “360 degree” point-of-contact liaison between client and internal teams—understanding and balancing clients' needs and requests against internal risk controls, policies and operational requirements.
- Provide professional service and solutions to our customers
- Receive, process, and submit client funding requests, as a ‘first-line loan officer’ to the Operations Team
- Update client on a daily basis regarding all account-related information and developments
- Perform on-going client account cultivation and development to increase revenue potential
- Maintain high-degree of client satisfaction and high-rate of client contract renewals
- Develop referrals and leads from client relationships, to pass on to business development team
- Engage in high-level problem solving, and proactively introduce solutions to clients
- Become an expert on clients' businesses and industries
- Demonstrate a calm, professional demeanour at all times in a sometime high-stress environment
- Other assignments as required

### **Skills required**

- Business awareness
- Ability and willingness to take on full responsibility for the assigned clients and tasks
- Client centric approach
- Excellent skills in spoken and written English
- Integrity and loyalty
- Strong personality
- Strong verbal skills
- Organizational skills and ability to prioritize tasks
- Previous experience with MS Office (Excel, Word, Outlook)
- Willing to learn and develop

### **What we offer?**

- A position in which you can develop your horizon within a vibrant international organization
- Friendly team environment in an international financial institution
- On the job and product training
- Competitive salary & bonus based on performance
- Christmas salary
- Flexible office/home office approach
- Varied tasks and the opportunity to drive forward a long-lasting, sustainable financial product that offers great benefit to the economy.

If you are interested in the position as a Client Manager, please contact Ms. Klarissa Blatnik and Mr. Rafi Shirinyan at [careers@tradewindfinance.com](mailto:careers@tradewindfinance.com) by sending your CV in English.

We will contact only applicants that qualify for an interview for the offered position. All personal data provided by you is protected accordingly to the personal data protection law and will be used only for the selection of the candidates for this job advertisement.