



Senior Client Relationship Manager (f/m/d)

Munsbach (LUXEMBOURG)

About LRI Group

Luxembourg Regulated Investments established 1988: LRI Group, an Apex Group Company, is a leading investment services company based in Luxembourg. It provides asset managers and investors with three decades of experience in structuring and administration of traditional and alternative investment strategies. LRI Group boasts over EUR 70 bn assets under service across more than 540 funds and has more than 200 staff. We look to recruit bright, articulate and numerate employees who are not afraid of a challenge and are prepared to work hard and love what they do.

We are looking for a **Senior Client Relationship Manager** to create, nurture and develop long-term relationships with our clients throughout their entire life cycle.

Central to our Organization, the Client Relationship Managers are the link between the operation teams and the clients, working with different people in the organisation to ensure that customers are satisfied with all our services.

You are an excellent communicator, who is able to grasp customer needs quickly. If you have a background in customer services and an excellent knowledge of the Finance industry, we are keen to get you on board.

The Role & Key Responsibilities

You will have to develop a deep understanding of the clients' strategy, goals and future demands, being responsible for maintaining existing client book and ensuring that the revenues of the client portfolio grow, both in volume and in profitability.

You will achieve this by ensuring a high standard of service delivery and identifying growth opportunities.

- Relationship Management
 - Building excellent long-term relationships with existing clients, maintaining regular exchange with them and advising them on how Apex can support their growth plans;
 - Answering clients' questions in a solution oriented manner;



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- Collecting regular feedback from clients and share it with the internal teams as appropriate;
- Managing, monitoring and assuring client satisfaction;
- Collaborating with internal teams to address customers' needs;
- Revenue Grow
 - Identifying cross selling opportunities with existing clients;
 - Assuring Apex is and remains client's preferred partner;
- Client profitability
 - Assessing and assuring client profitability;
 - Assisting in cash collection;
 - Monitoring scope of service;

Skills Required:

- Minimum a Degree in relevant field (financial services, business, economics, accounting);
- Minimum 6 years' managerial operational experience in fund and/or banking and/or corporate;
- Proven track record of meeting and exceeding targets;
- Background in customer service is a plus;
- Excellent communication and negotiation skills;
- Problem-solving attitude;
- Team player and good sense of humour;
- Proficient in English, German is considered an asset;
- Proficient in MS Office, with working knowledge of CRM platforms (e.g. Salesforce).

What you will get in return:

- A high level of visibility within a large organisation on an upwards trajectory
- The ability to define processes, to drive innovation and have a tangible impact on the business
- Be part of an open-minded, dynamic and fast-paced team
- Exposure to all aspects of the business, cross-jurisdiction and to working with clients and management directly.
- The opportunity to innovate and grow technically and personally.

Ready for the challenge?

If you are interested in this challenge, we look forward to receiving your application documents (motivation letter, CV, testimonials/reference letters) including additional



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information about your earliest possible starting date as well as your salary expectations via e-mail to jobs@lri-group.lu.

For further information about us, please have a look at www.lri-invest.lu. As we are a part of the APEX group, you can also visit www.apexfundservices.com for additional information about our international and growth-oriented group. Please also have a look at www.theapexgroup.com for further information about the other companies being part of this group here in Luxembourg.

Additional information

We are an equal opportunity employer and ensure that no applicant is subject to less favourable treatment on the grounds of gender, gender identity, marital status, race, colour, nationality, ethnicity, age, sexual orientation, socio-economic, responsibilities for dependants, physical or mental disability. Any hiring decision are made on the basis of skills, qualifications and experiences.

We measure our success as a business, not only by delivering great products and services and continually increasing our assets under administration and market share, but also by how we positively impact people, society and the planet.

For more information on our commitment to Corporate Social Responsibility (CSR) please visit <https://theapexgroup.com/csr-policy/>