



Client Services 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 new member joining our **Client Services Management** team to create, nurture and develop long-term relationships with our clients throughout their entire life cycle. Our Client Services Managers are the first point of contact for our clients and the link between them, our specialist department teams and external service-providers. As customer satisfaction is of the utmost importance to LRI and Apex Group more broadly, our team ensures the delivery of excellent services throughout the organisation. You have a quick perception for customer needs and like to add value in the day-to-day interaction between LRI and its clients, by engaging and coordinating with key stakeholders, we are keen to get you on board of our dynamic team.

The Role & Key Responsibilities:

- Key contact for our customers and responsible for the coordination of all client related services and queries;
- Ensuring reliable processes with clients and specialist department teams;
- Project coordination with key stakeholders in a solution-oriented manner to meet customer needs;
- Coordinating contractual agreements and ensuring qualitative follow-up of our services;
- Identifying business opportunities and contributing to further internal & external development;
- Building and maintaining lasting relationships with existing clients and ensuring an excellent customer satisfaction.



Skills Required:

- Appropriate professional experience within the fund industry
- Relevant knowledge of the local regulatory environment
 - Educational degree in relevant field (financial services, business, economics, accounting)
- Client-focused, strong open-minded and problem-solving attitude
- Excellent negotiating and communication skills
- Proficiency in English, German language skills are considered an asset
- Background in customer services is a plus

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 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.apexgroup.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



An Apex Group Company

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/>