

Account Manager - Business Traveller Currency Card

Caxton FX is looking to recruit a Corporate Card Account Manager to assist businesses reduce their foreign currency exchange costs associated to employee travel, and ultimately to increase the uptake and usage of Caxton FX's award winning Business Traveller Card through the provision of ongoing account management and excellent client care.

About the company

Caxton FX is a foreign exchange company that has become an entrepreneurial success story. From launch our ethos has been to offer excellent value for money and great customer service. Our growth is testament to the fact that we have delivered on that vision from day one.

Caxton FX was founded in 2002. Since then, it has grown from one man and a phone to a business that turns over circa £750 million. Our analysts are widely quoted in the UK press on currency issues and with over 200,000 clients, we remain focused on delivering excellent customer service. Caxton FX has been defined as one of the 50 businesses leading Britain based on outstanding growth at a pace 73 times greater than the National Average.

At the heart of our success is our people. Caxton FX is a people business and our successful growth has largely been a result of the outstanding relationships we have established with our growing base of customers.

The Caxton culture is open, honest, hardworking, professional and fun. With approximately 90 staff the company is going through an important growth phase which is focused on new product launches and geographical development. We want to hire the very best people to support our ambitious growth plans. Through educational and training initiatives we support each individual throughout the development of their career with the intention of stretching each one to a high standard of excellence.

The Role

The Corporate Card Account Manager is core to the success of Caxton FX's Corporate Card Services. You will be the primary contact for prospective clients and will respond to email and phone enquiries in an informative, professional and timely manner. You will develop and maintain strong relationships with clients ranging in size from SMEs to FTSE 250 organisations, offering advice and excellent care along the way.

Reporting to the Head of Business Travel Cards, and working in a close-knit team of corporate account managers, you will build your knowledge of foreign exchange and the Caxton FX currency card and become an expert in your field.

Through regular contact, you will engage with your clients to fully understand their requirements and to ensure they reap the full benefits of owning a Caxton FX corporate currency card. Your superb relationship management skills will ensure maximum client satisfaction that will be reflected in line with an increased uptake and usage of the Caxton FX corporate currency card. You will also identify existing inactive corporate card accounts and re-establish communications with the view of increasing card activity and usage.

Key Outcomes

- Take ownership of a large portfolio of corporate clients in multiple locations.
- Develop and maximise a pipeline of new corporate opportunities through cross selling.
- Manage the smooth running of new accounts, from enquiry stage to account set-up; to compliance and ongoing aftercare.
- Increase the conversion rate from prospective enquiries to corporate card account sign-up.
- Maximise the uptake and usage of prepaid corporate currency cards.
- Position Caxton FX as a leading provider of corporate currency cards and money transfers.

You will be charming and have a natural flair for building relationships and developing business over the phone. You will nurture your existing client base whilst always seeking new business opportunities. You will be passionate about providing exceptional customer service, and able to deliver results in a KPI driven environment.

Benefits

A competitive salary dependent on experience

20 - 25 days annual leave+

Contributory pension scheme (from 1st April 2015)

Choice of private medical insurance or health cash plan

Cycle to work scheme

Childcare vouchers

Educational bursary to support professional development

Work environment

A dynamic open plan environment in the heart of central London

Free breakfast; fruit delivered weekly and cakes on your birthday.

Regular social events - including Vodka rounders in Hyde Park, regular table tennis competitions and Christmas Party

Games room with table tennis table

+ Dependent upon previous experience and length of service