

B2B Relationship Manager

Who we are:

Probanx Solutions Ltd (Probanx®) is part of the ISX Financial Group of companies. Our inhouse developed platforms allow us to deliver technology and financial services to our customers. The Group employs more than 125 staff located across our offices located in Australia, Cyprus, Lithuania, United Kingdom, Netherlands, USA, Israel, Malta.

Probanx Solutions Ltd (Probanx®) is an international banking software company, founded in 2000 and since September 2019 it is a wholly owned subsidiary of ISX Financial.

With over 20 years of experience, Probanx provides a comprehensive and versatile banking software solution for retail, corporate and private banks, E-Money and payment institutions, offering capabilities that up until now were affordable only by large commercial banks.

Probanx's core banking solution, brings together a plethora of modules with an agile, modern user interface and a forward-thinking architecture, entirely built using Microsoft technologies, that enables financial institutions to choose functionalities and workflows that fit their specific needs.

The Role:

We are looking for a B2B Relationship Manager to build positive relationships with onboarded clients. Your clients will be banks utilizing our banking software. You might be involved throughout the onboarding process and will be assigned as main point of contact once the client is live with our services ensuring that our customers remain satisfied with our services.

To succeed in this role, you'll need to communicate well, multi-task and know the product and industry insight out. Experience in sales and customer service is an asset in this position. If you're a team player and a problem-solver with banking experience, we'd like to meet you.

Your goal will be to ensure that our relationships with customers are strong, profitable and enduring.

Responsibilities include (but are not limited to):

- Understand customer needs and develop plans to address them
- Understand the industry and best practices
- Resolve customer problems quickly and effectively
- Train clients on products and system
- Manage relationships, help to prioritize bugs and new features for development
- Forward upselling and cross-selling opportunities to the sales team
- Promote high-quality sales, supply and customer service processes
- Gain solid knowledge of competitors

iSX Financial EU PLC

UK FRN - 901034

Co No - HE348009 (CY)

Trading as: iSXPay®, iSXMoney® and flykk®

Authorised by the Central Bank of Cyprus

115.1.3.17 as an E.E.A Monetary Financial Institution

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a: 1 Makrasikas Street, KBC North, Strovolos, 2034, Nicosia, Cyprus

Australia | Cyprus | Israel | Lithuania | Malta | Netherlands | U.K. | U.S.A.

www.isx.financial

Skills and Requirements:

- Proven experience as a Relationship Manager
- Knowledge of customer relationship management (CRM) practices
- Experience in sales or customer service is preferred
- Problem-solving attitude
- Excellent communication and training skills
- Aptitude for fostering positive relationships
- Teamwork and leadership skills
- Customer-oriented mindset
- BSc/BA in Banking and Finance or Business Administration or similar field
- Ability to travel to visit clients worldwide

The Package:

Competitive Salary

Private health insurance plan participation

Performance Bonus, including mix of cash and share-based scheme of company stock for outstanding performers.

How to Apply:

Apply to careers@isxfinancial.com with a full copy of your CV quoting “B2B Relationship Manager”
Furthermore, samples of your portfolio will be highly appreciated.

Right to Work

You must have the right to legally reside and work in the Republic of Cyprus or be an EU citizen.
Employment is subject to a National Police check.

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