

# Client Relations & Business Development Coordinator

October 2021

Trident Trust is a leading independent provider of corporate, trust and fund services to the financial services sector worldwide, employing over 900 staff across a global footprint that spans Africa, the Americas, Asia, the Caribbean, Europe and the Middle East. We are seeking an experienced client relations and business development coordinator to join our team in Panama. Client focussed and service oriented, we only employ individuals who are professionally minded, and committed and able to demonstrate good interpersonal skills.

## The Role

The successful candidate will act as the client relations and business development coordinator, reporting directly to the head of the department. The employee must have qualifications in corporate services, client relations and strategizing in order to liaise effectively with clients and develop existing lines of business, with a particular emphasis in Latin America.

## Key Responsibilities and Duties

- Develop and implement short- and long-term goals to meet Trident's objectives and mission
- Assist and monitor the implementation of new platforms and procedures
- Handle enquiries and ensure due diligence for existing clients, including educating them regarding BVI legislation and uses of Trident products and services
- Act as the key point of contact for existing Latin American clients, improve client relations and resolve grievances, specifically in matters related to BVI entities and updates to BVI legislation
- Maintain operational and strategic business systems on an ongoing basis, and manage any changes to internal processes
- Help develop products that will drive new business to Trident, and oversee their introduction and pricing strategies
- Help develop the annual budget and meet its targets, and oversee allocation of resources, track results and prepare reports
- Identify areas or issues needing improvement and help craft solutions
- Develop, expand and maintain strong relationships with clients, other Trident offices, government agencies and other parties, to ensure client satisfaction and efficient job completion

- Prepare, review and update systems, templates, documents, checklists, procedures and policies, marketing material, training guidelines, etc., as needed
- Participate in committees as required by the head of the department and/or directors
- Conduct workshops, training, presentations and/or other events, as needed, for Trident employees and others
- Coordinate team members to help them provide exceptional service to clients, and assist them in resolving problems
- Be attuned to economic, social, political and governmental forces that may impact Trident's business
- Adhere to and maintain working knowledge of the provisions of the laws and regulations that are relevant to Trident's essential functions, and adhere to Trident core values, policies and procedures
- Undertake such duties as may from time to time be assigned by the head of the business development department and/or the directors

## Qualifications

- Graduate or master's degree in law, business administration or in a business-related field, with extensive experience in the financial services industry

## Skills and Experience

- Minimum of five (5) years' experience in a related field within a multi-national company that focuses on business-to-business and business-to-consumer markets; supervisory experience in these settings required
- Professional working experience in South America and with Latin American clients
- Understanding of and experience in the digital financial services industry preferred
- Confident and dynamic personality, and must demonstrate initiative and resilience
- Strong organizational, managerial, relationship-building, networking, analytical and project management skills
- Excellent communication, presentation and negotiation skills
- Advanced skills in Microsoft Office (Word, Excel, PowerPoint, Access, Outlook, etc.)
- Ability to work independently, and coordinate and supervise a diverse team
- Ability to work well under pressure within tight deadlines

- English, Portuguese and Spanish fluency
- Demonstration of adherence to an organization's rules and systems
- Ability to do risk-assessment and make decisions according to Trident's policies and guidelines

#### Compensation

Competitive compensation will be offered based on the successful candidate's relevant experience and overall suitability for the position.

#### How to Apply

Applications should include a complete C.V. and will be treated in the strictest of confidence. Please clearly outline the skills and attributes you would bring to the role, and your availability and salary expectations. Applications should be submitted by email to [mgarcia@tridenttrust.com](mailto:mgarcia@tridenttrust.com).