Cyprus

Client Relationship Manager

August 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. Client focused and service oriented, we only employ individuals who are professionally minded, committed and able to demonstrate good interpersonal skills.

The Role

The individual who fills this position will be responsible for the day-to-day administration of a defined portfolio of clients comprised of a mixture of trusts and companies formed or registered in various jurisdictions. This includes handling all tasks assigned to them by their supervisors and all aspects of corporate administration of a designated portfolio. The manager will actively seek ways to drive growth, positive change and improvement, and to be a proponent of the firm's values. The client relationship manager will report directly to the client services manager or senior manager.

Duties

- Monitor and achieve assigned personal and team performance targets
- Be the point of contact for all clients under their responsibility and represent Trident in all matters
- Be compliant with all relative legislations (i.e., Company Law, AML Law, ASP Law and GDPR Law)
- Build networks with current client contacts and offer new ideas for protecting, strengthening and growing relationships
- Promote the services of Trident to clients and be proactive in identifying opportunities through interactions and meetings with clients
- Manage workload sufficiently to ensure all deadlines are met and requests are handled within Trident's standard timeframes
- Must ensure they have good relations and cooperation with all members of the same team, as well as all departments within Trident
- Actively learn about clients' businesses, cultures, industries and issues (and their interplay) to identify potential opportunities
- Develop a good understanding of how commercial and regulatory issues affect the needs of clients
- Monitor business press regularly to identify potential opportunities (or challenges) for the client team, or specific clients
- Work with other members of the client services department and the finance team to monitor, report and influence effective management of fee arrangements, invoices and collections
- With respect to their portfolio of clients and (as applicable) the administrators under their responsibility, report significant cases, issues, trends and changes, and, where possible, provide recommendations for actions
- Take responsibility for the preparation of documents relating to company secretarial transactions, e.g., minutes, share certificates, DOT's, registry forms, etc.
- Review and draft documents, and ensure that the documents prepared are executed by the relevant parties in a timely manner and processed accordingly
- Efficiently use the Viewpoint Administrator and Document Manager modules
- Interpret data displayed in the Viewpoint Billing module

Skills and Knowledge

- Proven ability to manage a portfolio of clients
- Three (3) to five (5) years' experience of client relationship management
- Competent understanding of trust and company law
- Good understanding of anti-money laundering and KYC principles
- Good understanding of data protection principles
- Good self-organisation
- Strong communication skills, both verbal and written
- Conscientious positive outlook, willingness to learn and increase knowledge, and expand skill set
- Self-motivated and able to work independently
- Fluency in English language (both verbal and written communication)

Remuneration

An attractive compensation package will be based upon the successful candidate's relevant experience and overall suitability of the position.

How to Apply

Applications, which will be treated in the strictest of confidence, should include a full C.V. Please submit to:

Human Resources Manager
Trident Trust Company (Cyprus) Limited
Tel: +357 25820650
Email: dshakallis@tridenttrust.com