

Join our team as a

# EXECUTIVE HEAD: CLIENT ENGAGEMENT SERVICES

**Fintech | Software Solutions**

## ABOUT THE POSITION

Join our team as the Executive Head of Client Engagement Services and embark on an exhilarating journey at the forefront of innovation in the Fintech industry. This role presents an exciting opportunity to lead the development and execution of client engagement strategies that redefine industry standards.

As the driving force behind our client engagement initiatives, you will have the opportunity to shape the future of our company by cultivating lasting relationships, driving business growth, and elevating customer satisfaction to unprecedented levels. This role offers the chance to stay ahead of the curve by analysing industry trends and monitoring competitor activities, ensuring that our client engagement practices remain innovative and adaptive in an ever-evolving landscape.

If you are passionate about driving meaningful strategic impact, leading dynamic and professional teams and shaping the future of fintech, this role is your opportunity to make a significant difference.

## PRIMARY RESPONSIBILITIES

- Client Engagement Strategy - Develop and implement client engagement strategies, collaborate with cross functional teams to ensure alignment with overall business strategy, Identify and target key market segments to improve outreach.
- Client Acquisition & marketing – work with the teams to develop and execute client acquisition strategies, overseeing and managing lead generation marketing initiatives and efforts, and effectively managing the leads pipeline.
- Business Development – implement strategies for converting leads into active customers, ensuring conversion tunnel is optimised.
- Key Account Management - oversee the development and execution of a key account management strategy, identifying growth opportunities within key accounts and developing tailored account plans, tools and processes for monitoring and reporting on key account performance.
- Data analysis and reporting - Prepare regular reports and presentations to showcase performance, informing data-informed decisions.
- Leadership - Lead and mentor all Client Engagement teams, fostering a collaborative, innovative and high-performance team culture, achieving goals in line with the departmental and company's strategic goals.

## PRIMARY RESPONSIBILITIES

- Diploma (NQF Level 6) or Bachelor's Degree (NQF level 7) in Business or related field.
- Postgraduate degree or qualification would be advantageous.
- Project management qualification would be advantageous
- Strategic leadership, business acumen and ability to build high performing teams
- Excellent client relationship, communication and stakeholder engagement/customer service skills
- Excellent data analysis and reporting skills – with the ability to drive insights and results
- Advanced knowledge of multi-channel marketing strategies, techniques and tools
- A good understanding of Fintech product and industry knowledge
- Effective project management and change management skills
- Proactive, innovative and growth mindset
- Solution focused, with the ability to manage and resolve conflict
- Agile, with a focus on driving continuous improvement in line with best practice and industry trends.
- Advanced Proficiency in Microsoft Office Suite, CRM Software, and other relevant sales systems and tools.
- Please submit a detailed CV, and qualifications to [Careers@bitventure.co.za](mailto:Careers@bitventure.co.za)