

Join our team as a

# KEY ACCOUNTS ADMINISTRATOR

Fintech | Software Solutions

Salary negotiable | Medical aid contribution | Provident Fund

## ABOUT THE POSITION

Are you ready to embark on a thrilling journey in the world of FinTech? Do you have a knack for passion for providing exceptional client experiences? If YES, we want YOU to be a part of our dynamic and forward-thinking team as a Key Accounts Administrator at Bitventure, a pioneering force in innovation.

## REQUIREMENTS

- Grade 12, a certificate or studying towards a Diploma/Degree in Business or similar a plus
- At least 1-2 years' experience in Key Accounts Management a plus
- Excellent communicator and relationship builder
- Attention to detail, and excellent organisational skills
- Willing to learn and grow in the role, going over and beyond

## DUTIES

- Collaborate with teams to develop project plans and ensure accurate configuration.
- Co-ordinate the training process for successful client onboarding, verifying accurate documentation completion to ensure successful client transitions.
- Support the team in ensuring client stability, proactively addressing problems and ensuring high levels of client satisfaction.
- Build relationships with key stakeholders within client organisations, fostering trust and continuous engagement.
- Identify opportunities to upsell/cross-sell and expand the client base.
- Liaise with compliance to ensure timely and accurate processing of packs, providing progress updates to Accounts team.

## WHY BITVENTURE?

At our core, we are driven by a powerful vision; to foster sustainable businesses by mitigating risks and boosting revenue. We are the catalyst for innovation and proudly embody the spirit of "Intelligence in Action". Our recent accolade, the Digital Transformation Award at Africa Tech Week, speaks volumes about our commitment to excellence.

## WHAT'S IN IT FOR YOU?

An environment where success is not just encouraged, but inevitable :

- Digital Transformation Industry Leader
- Diverse and collaborative culture
- Professional growth opportunities
- Meaningful work
- Competitive Remuneration and Recognition

## ABOUT OUR GROUP

### Vision

We enable sustainable business by reducing risk and increasing revenue.

### Mission

Empowering people and businesses to safely transact in innovative ways.

### Values

Customer First – Respect & Integrity – Teamwork – Innovation – Excellence

### Why work for us?

Industry leaders

Annual awards function

Fun teambuilding events

Employee recognition awards

Long term growth opportunities

Birthday bonuses

Study support

Excellent leadership

A family environment

### About us

We showed a 46% annual growth in 2021 in the digital verifications and payments solutions industry. Our solution driven environment is not only extremely fast paced and agile but maintains exceptionally high standards.