

Client Servicing Manager

Founded in 2015 to address the unmet financing needs of SMEs, **Validus is today the largest online lending marketplace in Singapore** with a growing presence in Indonesia, Vietnam and Thailand.

An award-winning Fintech, Validus uses data analytics and AI to provide growth financing to SMEs via funds from HNWIs and institutional investors. Backed by global VCs, our mission is to drive financial inclusion for SMEs through technology, data and industry collaboration.

As with the SMEs we serve, we may be small but together we are a mighty force! Our success is dependent on what each of us does, how we do it, and our belief that we can always do better. We're building a strong team of passionate, capable individuals who are committed to making Validus the best online lending marketplace in the region.

As Client Servicing Manager, you will be responsible for the sales of Validus' financing solutions to SMEs. Validus products include but are not limited to invoice financing, purchase order financing and working capital loans. This role will focus on client servicing activities only.

Key Responsibilities

- Manage existing client relationships to achieve monthly loan disbursement targets.
- Utilise the Validus client engagement technology tools to ensure completion and tracking of calls to existing clients within the first seven business days of every month.
- Grow overall portfolio size by up-selling and cross-selling across Validus products & services.
- Identify existing client opportunities to promote loan disbursements, conduct meetings, prepare proposals, negotiate, and manage existing clients account and loan level contracts.
- Build and grow positive and long-lasting relationships within existing clients organisations at the decision maker and administrator levels to minimise any potential delays in document submission and approval.
- Proactively track activity and engagement level of existing clients, identify issues that may impact future business from the client and work closely with relevant departments to resolve these issues in a timely manner.

Requirements

- Degree in Accountancy / Finance / Business Administration is preferred
- 3 - 5 years of experience in SME lending / Business Banking is preferred
- Previous experience in a client servicing role required
- Naturally strong customer focused with the ability to think out of the box for a solution-orientated approach to solve the client's needs
- Proven track record of exceeding sales targets
- Driven and pro-active team player with a positive attitude
- Comfortable working in a fast-paced and dynamic start-up environment

