

Relationship Manager

Description

About the role: Zero Hash's Client Services team is looking for an accomplished Relationship Manager with B2B experience focused on building and growing relationships and ultimately scaling revenue. The ideal candidate will have a passion for problem solving, developing relationships, managing complex out-of-the-box solutions and thinking critically about the relationships they manage. This role requires strong cross-functional collaboration and partnership in order to be successful. You will serve as a primary day-to-day point of contact and advocate for Zero Hash's diverse B2B client base which includes broker dealers, neo-banks, merchant acquirers, on-ramps and leading non-financial brands. You will also serve as an escalation point for business and account related issues and be a creative, trusted advisor for both clients and internal partners. This is a remote position for a candidate based in East Coast, USA#LI-remote Responsibilities Build and maintain strong relationships with Senior Management and C-level executives of strategic accounts Partner with internal teams to provide a smooth onboarding and positive client experience during implementation and go live. Serve as first point of contact for billing, account receivable, third party audit requests etc Organize and lead monthly calls and quarterly business reviews with supported clients and also contribute to monthly revenue tracking and reporting to leadership as well as clients. Work with Engineering, Product, Sales, Finance and Marketing teams to channel the enterprise voice internally, impact product roadmaps, and ensure our solutions meet the needs of the market Quarterback additional service usage by identifying upsell and cross sell opportunities and adoption of new products Design and implement data driven reporting to track client satisfaction Own retention and contract renewals Excel at operating in a dynamic and quickly changing environment Act as internal buffer between client and leadership team Requirements Motivated by Zero Hash's mission and creating a seamless, best in class experience for our highest value clients Bachelor's degree or equivalent practical experience 5-7 years of experience in B2B Relationship Management Exceptional written and verbal communication The ability to work independently in a fast-paced environment Receptive to feedback and implements changes immediately with a positive attitude An interest in being a relationship builder, collaborative partner, and dynamic project manager Experience working in a complex ecosystem of SaaS or payments products An ability to translate complex business concepts into concise and easy to understand conversations, and put structure to nebulous, unstructured problems Travel requirements up to 20% to Zero Hash offices and client locations (depending on business need) Experience with contract negotiation and dispute resolution Experience in fintech, brokerage, and/or the crypto industry Preferred Highly self-motivated, with an entrepreneurial mindset Self-confident, resilient and goal focused Motivated by a startup environment Experience working with product and engineering teams Benefits We believe a happy, motivated, and healthy team is the best way to succeed. We offer the following benefits: Chance to earn equity Maternity & Paternity leave WeWork Membership WFH Yearly Stipend L&D Stipend (after 6 months) About Zero Hash Zero Hash is a B2B embedded infrastructure platform that allows any platform to integrate digital assets natively into their own customer experience quickly and easily (a matter of API endpoints). We power neo-banks, broker-dealers, and payment groups to offer digital asset trading and custody, crypto-backed rewards and round-up programs. Our thesis is very simple: every financial services firm will offer digital assets within the next 2 years and will do so through platforms such as Zero Hash. Zero Hash is defining the new FinTech vertical of crypto-as-a-service. Clients include MoneyLion, Wirex, Deserve, MoonPay, Tastytrade. Backed by Point72 Ventures, NYCA, Bain Capital, Tastytrade. The Zero Hash Culture All Zero

Hiring organization

Zero Hash

Job Location

Multiple Locations (2) – Remote OK

Base Salary

\$ 60000 - \$ 130000

Date posted

May 13, 2024

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Hash employees are guided by the following characteristics and core principles:

Independence/Ownership – An ability to work autonomously. Join Zero Hash, pitch ideas, and shape the work you do.

Passion – We are innovating quickly and challenging the status quo. We want you to think big, be creative and make a difference every day.

Collaborative – A good attitude and respect for others. We are teammates, not co-workers. Everything we do is a shared success and equally a shared failure – we talk in terms of “we” not “me”.

Initiative – An ability and passion for learning and asking questions. We will champion you, challenge you and push you to achieve your best – and we expect you to do the same.

Empathy – An ability to listen, respect, and understand your co-workers, customers, and everyone you interact with no matter how different they are to you.

Adaptability – An ability to respond quickly. We are in a fast-paced industry and so we expect you to be creative when solving a new problem and comfortable under pressure.

Transparency – We believe that transparency is critical to empowering everyone to make the best decisions, both the company to its people and vice versa.

Integrity – Integrity creates trust. As both an organization collectively and as individuals, it is our most valuable asset.

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For candidates based in Colorado, please contact colorado-wages@zerohash.com to request compensation and benefits information regarding a particular role(s). Please include with you email the city you reside (or intend to reside in Colorado) and the title/link to the roles you're interested in. Please mention the word ****OUTSTANDINGLY**** and tag `RMzQuODYuMTYzLjE1Mg==` when applying to show you read the job post completely (`#RMzQuODYuMTYzLjE1Mg==`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)