



Account Manager

Department/group	Commercial - Account Management
Office	Zurich or Geneva
Reporting to	Head of Business Development Switzerland & Liechtenstein
Role Type	Temporary (maternity cover May-Dec 2026)

Overview

As Account Manager, you will be responsible for managing and developing relationships with key clients in the financial sector, ensuring satisfaction, retention, and sustainable growth. In this role, you will serve as the primary liaison between clients and internal teams, helping clients leverage the company's solutions to achieve their business objectives. You will also play a key role in analysing account performance, defining client personas, and driving insights that inform strategic decisions. Additionally, you will collaborate with entities across the aosphere group to align reporting, streamline sales processes, and optimize tools to enhance efficiency, consistency, and data accuracy across the organization.

Key Responsibilities

Client Relationship Management

- Act as the primary point of contact for assigned clients and build strong, long-term relationships
- Conduct regular check-ins, quarterly business reviews, and client satisfaction assessments
- Define client personas and, for each, identify how and when the company's solutions are applied to meet their specific needs
- Following agreed process, including updating our Salesforce CRM platform.

Account Growth & Retention

- Manage the assigned book of business and lead renewals discussions and negotiations
- Identify upsell and cross-sell opportunities based on client needs and usage patterns
- Collaborate with sales and product teams to prepare proposals, renewals, and expansion plans
- Ensure high client retention by proactively addressing challenges or risks to the account.

Strategic Advisory

- Understand the client's business model, regulatory environment, and technology stack



- Advise clients on how to optimize workflows or achieve compliance using the company's products or services
- Gather feedback and relay insights to influence product development and roadmap priorities.

Reporting & Analysis

- Monitor account performance, usage metrics, and key KPIs to assess client health and business impact
- Consolidate and maintain accurate reporting of KPIs and sales metrics for group-level performance tracking and forecasting.

Collaboration & Process Optimization

- Collaborate with and support entities across the aosphere group to ensure alignment and consistency in reporting and account management practices
- Contribute to the streamlining of sales processes and optimization of tools across the aosphere group to improve efficiency and data accuracy.