

We're hiring!

Client Relationship Manager in Frankfurt, Germany

Legg Mason is seeking a driven and enthusiastic Client Relationship Manager to join the Frankfurt office as part of the European Client Relationship Management (CRM) team. With team members located in offices across Europe, the Client Relationship Manager is an important part of the Sales effort, supporting the regional Directors of Business Development in deepening key relationships with top tier European institutional, quasi-institutional and retail clients. As a CRM, you will add to the body of knowledge within Sales - by relaying clients' needs and views and spotting opportunities for marketing LM products to a wider audience.

You will be part of a team that pro-actively identifies potential, and develops new, client relationships. Currently, the sales team is concentrating on deepening existing relationships mainly with the leading third party distributors in the region, fund of fund managers, family offices and major consultants. The team also markets the Legg Mason products to a selected number of institutional investors such as banks and pension funds.

Key Responsibilities:

- Build and maintain understanding of the sales strategy and the Legg Mason affiliates, their products, investment process, style and initiatives in order to proactively provide excellent CRM support to Business Development Directors.
- Understand and anticipate the needs of the Business Development Directors, and provide timely and appropriate support to assist them in developing key relationships with both institutional and retail clients in order to deliver against departmental and organisational objectives.
- Strengthen and deepen current client relationships. Actively calling clients to understand their needs, develop their understanding of the range of offerings to enable further sales opportunities. Client contact should result in follow on activity including: Business Development Directors' meetings, attendance at Legg Mason events, etc.
- Source and make contact with potential new clients to initiate relationship building and engage clients which results in further activity and commitment as outlined above.
- Own and develop second tier intermediary contacts across specific regions. Liaise with intermediary clients on house investment views, onshore and offshore products, and the investment process.
- Organize and assist in the organisation of client events and actively participate in their implementation
- Liaise with our various administrators to keep abreast of the administration / dealing procedures across all fund families.
- Source and disseminate useful market intelligence to colleagues and Business Development Directors to include trends, views, market information, client needs, feedback from clients.
- Support Business Development Directors with Legg Mason road-shows, seminars and industry events. Raise awareness of events, obtain commitment to attend, engage with clients at events and follow up post event with attendees to obtain feedback and comments.
- Assist the sales individuals by updating pipeline, client interests and generally overseeing data accuracy in SalesForce.
- Proactively partner with internal departments such as Marketing, Data Management, Fund Operations, Distribution Agreement Management and Legal to deliver effective service to clients, resolve client queries and ensure sales projects are delivered smoothly.

- Understand the requirements of the sales database (SalesForce) and client account database (SalesForce/Business Objects) and maintain the accuracy of the databases with information collated via the Business Development Directors.
- Responsible for maintenance and update of the discount list and communication of changes to relevant parties
- Responsible for accurate record keeping and the follow up of Legal Agreements, RFPs and presentational materials
- Recognise and support compliance with regulatory and risk requirements by understanding obligations and impact on role
- Deputise for the Business Development Directors in European meetings and presentations when required
- Support the Business Development Directors with local regulatory requirements relating to branches and/or funds when breaking into a new region
- Manage the orderly generation and timely distribution of Solvency II, VAG and GroMiKV reports..
- Assist affiliates with separate account setup.

Ideal Qualifications:

- University degree in relevant business area is advantageous
- 3-5 years of proven experience of Client Relationship Management ideally within Asset Management or Financial Services industry.
- Fluent English and German is essential, with additional European languages advantageous
- Sound understanding of the complexities of the sales process.
- Knowledge of the Asset Management industry is highly desirable.
- Understanding of the products and services being offered within the Asset Management market is desirable.
- Working knowledge of either Distribution Agreements or construct of legal contractual agreements would be advantageous.
- Ideally basic understanding of solvency II, VAG and GroMiKV regulations.
- Well developed personal computer skills (in particular Microsoft Office).

Company Overview:

Legg Mason is a leading global asset management firm that offers rewarding career opportunities for individuals who share our core values: integrity, collaboration, passion for results, empowerment, and a commitment to our profession. We have a presence in every major financial center across the globe, and we look for exceptional professionals who want to shape a rewarding career through intellectual curiosity, leadership, and team-oriented approach. If you are passionate about the investment business and about building your future with one of the industry's premier firms, consider the opportunities at Legg Mason today.