



Job Title: Analyst, Client Experience

DirectBooks is an early-stage fintech backed by a community comprised of the largest global investment banks. We are optimizing the primary issuance process for both the sell-side and buy-side, starting with corporate bonds.

We are seeking a highly motivated individual to join our Client Experience team in London. As part of a small team, you will have a tremendous opportunity for growth while delivering consequential results. You will be responsible for managing the relationships with our largest sell-side and buy-side accounts, understanding their workflows and feedback, and driving their feedback into action internally.

The ideal candidate will be flexible, thoughtful, organized, and have a strong bias for action. You are a clear, confident communicator who can attack complex problems, but also take a step back and contribute to the company's long-term strategy. Ideally, you have a working knowledge and understanding of capital markets, particularly corporate credit and the primary issuance process.

What you'll be doing:

- Managing the relationships with key sell-side and buy-side DirectBooks clients
- Training and onboarding new clients
- Developing best practices for using the product via a deep understanding of primary issuance workflows
- Be the "voice of the client" for the client's needs and be able to identify product and service delivery gaps
- Drive actions identified from data to improve client experience
- Create and track key usage and data metrics to assess product performance and quality control
- Communicate regular updates to clients and DirectBooks' lines of business including presentations and executive summaries

What we are looking for:

- Have around 1-4 years' experience either as a recent university graduate with a focus in finance or economics, or with work experience either at a small fintech company, a capital markets/syndicate role at an investment bank, or on the buy-side focused on corporate credit
- Strong analytical skills with the ability to recognize key trends and insights and the ability to explain findings to a senior audience
- Expert Excel spreadsheet and PowerPoint skills, creating and maintaining strategic and client facing material



- Superior written and verbal communication skills with comfort interfacing with senior internal and external business leaders. Comfortable presenting to large groups of people
- Capable of managing multiple business critical workstreams in a demanding and dynamic work environment
- Exceptional attention to detail and organization skills
- Team player
- Uncompromising integrity

To apply, send a resume and why you'd be a good fit to talent@directbooks.com

DirectBooks provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

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