



**Job Title: Client Services Analyst, London**  
**Reports to: Global Head of Client Services**

The Client Services Analyst will join the Client Services team in onboarding and supporting clients onto the DirectBooks platform. This role will provide primary support to new and existing clients during European hours.

The Client Services Analyst will communicate well, simplify complexity, be organized, and multi-task under tight deadlines. We are looking for people who have a passion for our mission to optimize the global financing markets and a disciplined execution focus. We want people who are committed to doing their best work in a collaborative, team environment.

**Responsibilities:**

- Onboard new client accounts by collaborating with various teams, primarily Sales, in the DirectBooks organization to track progress and follow through to completion.
- Maintain existing client relationships through the processing of client requests, resolving client inquiries, and making sure key client information and documentation is up to date.
- Organize client readiness campaigns to effectively confirm deliverables are met.
- Conduct platform demonstrations and user training sessions.
- Create and update department procedures.
- Solicit user feedback to identify and help improve solutions, existing tools, processes, and product features, including working with Product Development.

**Required Skills:**

- Excellent interpersonal know-how and communication skills, oral and written, and attention to detail with a customer service approach.
- University degree.
- Comfortable with start-up environment, and able to manage ambiguity
- Ability to prioritize and manage multiple responsibilities.
- Strong analytical and problem-solving abilities.
- Proactive and self-motivated with strong organizational skills.
- Proficiency with Microsoft Office tools (Excel, Word, PowerPoint) and a basic understanding of Salesforce and/or Confluence is a plus.

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