

Bitcoin Suisse is the Swiss crypto-native pioneer and trusted gateway to crypto asset investing. As the leading crypto financial service provider in Switzerland, we operate across the most relevant crypto exchanges and provide brokerage, custody, staking and other crypto-related services at the forefront of technical innovation. We are as dedicated to our clients as we are passionate about cryptocurrencies and the underlying blockchain technology. We make things happen and have helped to shape the crypto and blockchain ecosystem in Switzerland as a driving force in the development of the 'Crypto Valley'. Bitcoin Suisse is headquartered in Zug with offices in Copenhagen, Vaduz and Bratislava and targets (ultra-) high-net-worth private individuals and institutional clients.

Account Manager

We are seeking a highly organized and client-focused Account Manager to join our Client Management team. In this role, you will be responsible for managing the administrative and operational aspects of the client lifecycle, ensuring a seamless experience from onboarding through ongoing account maintenance.

As an Account Manager, you will act as the central coordination point between clients, Relationship Managers, and internal stakeholders. While Relationship Managers are responsible for commercial activities and relationship ownership, you will ensure that all account-related processes are executed efficiently, accurately, and in accordance with internal standards and regulatory requirements.

You will have the following responsibilities:

- Manage client onboarding, account opening, and account maintenance processes
- Coordinate account-related requests and ensure timely execution across internal teams
- Act as the primary point of contact for operational and administrative client inquiries
- Support clients with account documentation, platform access, account updates, and service-related requests
- Ensure client records remain accurate, complete, and up to date
- Coordinate periodic reviews and trigger events in collaboration with Compliance and Relationship Management teams
- Facilitate the collection and verification of required documentation throughout the client lifecycle
- Work closely with Compliance, Operations, Trading, and Relationship Management to ensure efficient client servicing
- Monitor outstanding client requests and drive their resolution within agreed service levels
- Identify process improvement opportunities to enhance efficiency and client satisfaction
- Maintain high data quality standards and ensure adherence to internal policies and regulatory requirements

What you bring along

- Proven experience in Account Management, Client Services, Client Lifecycle Management, Operations, or a similar role within financial services, fintech, private banking, or crypto
- Strong understanding of client onboarding, account administration, and client lifecycle management processes
- Solid knowledge of AML/KYC requirements and regulatory standards, with practical experience handling client documentation, periodic reviews, and due diligence processes
- Ability to identify documentation gaps, coordinate remediation efforts, and ensure regulatory requirements are met throughout the client lifecycle
- Experience managing client documentation and coordinating workflows across Compliance, Operations, and front-office teams
- Excellent organizational skills with a high level of accuracy and attention to detail
- Strong communication and stakeholder management skills with the ability to coordinate effectively across multiple teams
- Service-oriented mindset with a strong sense of ownership, accountability, and client focus
- Ability to manage multiple priorities in a fast-paced and highly regulated environment
- Fluency in English (spoken and written) is required, fluency in German is a strong advantage
- Additional languages are considered a plus

What success looks like in this role

- Client onboarding and maintenance processes are executed efficiently and accurately
- Client inquiries and operational requests are resolved in a timely manner
- High-quality and complete client records are maintained throughout the client lifecycle
- Strong collaboration with Relationship Managers and internal stakeholders enables a seamless client experience
- Process efficiencies and service quality continuously improve

What we offer

- **Expertise:** Work with crypto native experts
- **Culture:** Positive and supportive team culture that relies on common goals, ambitions and values
- **Activities:** Regular team events and activities
- **Ownership:** High level of autonomy and responsibility
- **Fitness:** Multisport Card
- **Location:** Office location in the new Bratislava downtown (Jurkovičova tepláreň)
- **Home Office**
- **Workation:** Enjoy the flexibility of working across designated EU countries, with up to 20 days a year to combine work and travel

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