

## Futuregrowth Asset Management is hiring/recruiting!

We have an exciting opportunity available in our Business Development Team.

*Futuregrowth is committed to transformation. A strong preference will be given to suitably qualified previously disadvantaged candidates.*

### **CRM (Client Relationship Management) Administrator**

Are you passionate about analysing, managing, administering and the reporting of client related activities in a company? Do you have strong communication and interpersonal skills; are you highly organised and adaptable, with a strong ethical base? Then this position might be for you.

### **Who is Futuregrowth?**

Futuregrowth has been South Africa's leading Fixed Income manager for more than 20 years, with around R194 billion of clients' assets under management. We manage funds across the full range of fixed interest and development funds, and play a leadership role in the asset management industry in South Africa. Futuregrowth is based in Cape Town.

### **Purpose of the position**

To oversee data capturing and reporting of critical systems and services to support the continuous improvement of our client experience via people, technology and strong processes.

### **Key responsibilities of the position**

- Creating dashboards and reports to extract insights, evaluate performance and inform strategy;
- Developing and communicating system policies and procedures;
  - o Implementing changes to increase efficiencies
- Providing data-driven recommendations and support for Business Development, Marketing and Client Reporting in relation to our Clients;
- Overseeing and executing data entry procedures and maintain consistent standards;
  - o Support governance of data via the CRM platform
  - o Ensure the right data is recorded
- Supporting the training of staff on the use of the database and provide regular updates to the manager on best practices and/or challenges;
- Configuring the proper record types, sharing rules, custom objects and page layout customisation to support business functions;
- Supporting data maintenance, integration, enhancement and projects. Identify and document development needs on an ongoing basis;
- Managing system changes without interruption to users;
- Have a business analyst approach to create simple specifications related to system and procedural needs;
- Providing group and/or one-on-one training for new and existing users, including best practice documentation;
- Assisting sales management in defining and monitoring processes for trends and team analysis;
- Proactively gathering feedback from users to continually improve the user experience; and
- Monitoring and improving data quality.

### **Preferred knowledge and experience**

*Skills, know-how and experience*

- An ability to communicate effectively (both verbal and written);
- Analytical and problem solving skills; and
- The ability to transform information into useable data.

## *Technical / professional qualifications*

- Minimum of two years experience in CRM administration;
- Asset management experience would be an advantage;
- Bachelor's Degree or equivalent; and
- FTI business analyst certificate or diploma is preferred but not required.

## *Key behaviours*

- Attention to detail;
- Building and maintaining relationships;
- Manage data as an asset;
- Communicating effectively, both verbal and written; and
- Planning and organising skills.

## **Snapshot of recruitment process and closing dates**

Selected candidates will have to attend at least five interviews with various stakeholders across the organisation.

## **Contact details**

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