

JOB OPPORTUNITY

VELA
connect · deliver · enable



ACCOUNT MANAGER

Location: New York

Overview

Vela is a leading independent provider of trading and market access technology for global multi-asset electronic trading. Our software enables clients to rapidly access global liquidity, markets, and data sources for superior execution. We help firms successfully differentiate and innovate in an ever-changing, increasingly-regulated and fiercely-competitive landscape, while also reducing total cost of ownership.

Vela's ticker plant, execution gateways, trading platform, and risk and analytics software deliver a unique, ultra-low latency technology stack to simplify and streamline electronic trading. We leverage the latest innovations in technology to deliver cutting-edge performance, features and reliability. Our modular stack provides access to a comprehensive set of trading, data and risk APIs and can be delivered as-a-Service from multiple co-location data centers globally.

With access to more than 250 venues, Vela provides global coverage across all major asset classes. Clients are supported by an award-winning team of technical and business experts available 24x7 from our multiple offices in the US, Europe, and Asia. Vela's clients include traders, market makers, brokers, banks, investment firms, exchanges, and other market participants.

Job Profile

We are looking for an Account Manager with options on futures trading experience to join the Sales team for our state-of-the-art electronic derivative trading platforms. This role will support the Sales Director in retaining and growing existing relationships.

Key Accountabilities

- Support our clients who use our proprietary trading platforms.
- Create, develop and maintain multiple customer relationships, leveraging strong communication and presentation skills
- Assist business development manager in pre-sales activities
- Project management of onboarding new clients – tasks include, but are not limited to, managing new client expectations for full installation, coordination of internal resources for hardware and software installation
- Work closely with clearing firms during the implementation process
- Provide detailed project status to internal management and the client; highlighting issues, scope changes, and progress against the client expectations
- Coordinate with internal teams to meet contract activation deadline



- Communicate with accounting to confirm client has been set up and activated
- Organize multiple training sessions based on client needs and anticipated usage of the platform
- Maintain ongoing relationships through period visits with clients, top off training, convey new applicable functionality to end users
- Act as escalation point for support, billing and other client requests
- Identify up sale opportunities through deep product knowledge and understanding juxtaposed with client needs and strategic vision
- Highlight and communicate to internal teams any perceived client risks or potential cancellations
- Document all client communication
- Identify and implement continuous process improvements for the Implementation process
- Continuously manage multiple projects and prioritize client tasks
- Monitor client payments

Knowledge Skills & Experience Required

- Ideally 5 years' experience in Account Management or similar role
- Detailed options knowledge, ideally options on futures, including volatility trading, delta trading and hedging an option's position.
- Options trading experience is a must, ideally options on futures
- A collaborative personality that will fit in with our hard-working culture and a strong desire to learn
- Highly energetic, well organized, confident and a team player
- Strong analytical and problem-solving skills
- Excellent writing and verbal communication skills
- Knowledge and existing network of contacts for current and potential business partners is a plus

Further Information

For more details on our organization, please visit our website: [TradeVela.com](https://www.TradeVela.com)

Vela Trading Systems is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.