

# Product & Client Solutions – Client Operations & Onboarding – Copenhagen

We are looking for a full-time team member to join our Product team, which consists of 11 full-time employees and 4 student team members. This particular role will have a “spike” towards client operations and onboarding.

Our Product team is responsible for the product platform that underpins the growth, retention and development of our client base, connecting Capital Four’s investment capabilities with the desired investment outcomes of our clients.

Working collaboratively with our business development colleagues, you will be integral to contributing to our high level of service and offering for both existing and prospective clients.

The product team is driven by the purpose of being a leading home for our clients’ capital and true commercial partners in our capital formation process.

## **Job description**

- Anchoring the onboarding of clients and related operational client service tasks
- Timely delivery and response to in-bound requests and queries, supporting the client journey with Capital Four
- Working collaboratively with colleagues in business development, operations and legal teams, especially our AML/KYC colleague, delivering a low friction experience for our clients
- Stakeholder and relationship management with internal and external colleagues and service providers
- Managing the capacity & prioritisation of on-boarding and client service tasks within the broader product team, including owning the overview and structure of routine workflows
- Develop an end-to-end understanding of the product team’s business processes with respect to onboarding & client service, and come forward with ideas/solutions to create efficiency and deliver the highest level of quality
- Potential to identify and develop automation of recurring workflows with the use of technology (AI and LLMs)

## **Experience and skills**

- Minimum of 5-7 years of work experience in a relevant area of client service, business administration or relationship management
- Great interpersonal skills and ability to manage relationships with internal and external counterparties
- Experience of working with fund administration and legal service providers is a strong positive
- A proactive mindset, anticipating client needs, and taking initiative to improve processes and client satisfaction
- Great judgement and organisational skills, with the ability to manage capacity and priorities as part of a team in a dynamic, deadline-driven environment
- Interest and knowledge of financial services and the asset management industry
- Proficient in MS Office, especially Excel and PowerPoint.

## **About us**

Capital Four is an industry-leading credit asset management boutique rooted in Scandinavian culture. Headquartered in Copenhagen, Denmark, with offices in London, New York, Stockholm and Frankfurt, the team of 170+ professionals manage €24bn on behalf of a global client base. The firm offers investment solutions within Global High Yield, Leveraged Loans, Structured Credit, Multi-Asset Credit and Private Debt. For more details, please visit [www.capital-four.com](http://www.capital-four.com).

## **Contacts & application**

Please apply by uploading your cover letter and CV (without a photo) to [www.capital-four.com/career](http://www.capital-four.com/career). We will review applications on an ongoing basis so please apply as soon as possible.

All applications must be submitted through our website. We do not accept applications sent by e-mail or social media.

For any questions related to the job offering please do not hesitate to contact:

- Timothy Smith, Head of Strategic Business Development & Product – [timothy.smith@capital-four.com](mailto:timothy.smith@capital-four.com)

We look forward to receiving your application.