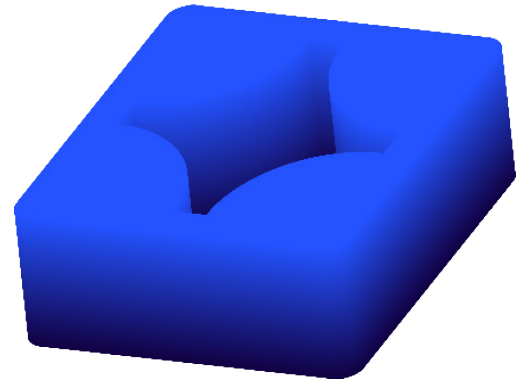




Job Description

(SENIOR) ASSOCIATE – ACCOUNT MANAGEMENT

To apply for this position send an email with your CV and short motivation to brian.blomer@msadvisory.com (include title “2026 (Senior) Associate” in Subject Line)



Location: Shanghai Office or Shenzhen Office

Reports to: Partner

ROLE PURPOSE

Responsible for daily client relationship management and project management- and service delivery for advisory projects for both domestic- (Chinese) and foreign corporate clients.

Act as the main point of contact between clients and MSA Asia, ensuring high-quality, timely, and compliant financial, tax and business services, and maintaining long-term client satisfaction and retention. Supporting the sales and business development team with, develop new potential client relationships, and onboard clients.

KEY RESPONSIBILITIES

1. Client Relationship Management

- Serve as the primary contact for assigned foreign enterprise clients and coordinate client needs with Service Delivery Team (SDT).
- Maintain regular communication with clients to understand their needs, feedback and concerns.
- Build and strengthen long-term, stable client partnerships with full accountability for satisfaction and retention.
- Responsible for client onboarding and transitioning processes.

2. Client Relationship Management

- Setup and maintenance of standard operating procedures (SOP) and service delivery processes, including coordination with Service Delivery Team (SDT).
- Coordinate with internal Service Delivery Team (SDT), including experts and professionals on taxation, accounting, legal and corporate services teams to ensure timely completion of client services.
- Track and follow up on service progress, and ensure continuous flow of information and updates clients to clients, relaying feedback to the Service Delivery Team (SDT).
- Ensure all deliverables meet client requirements and internal quality standards.

3. Advisory & Project Management

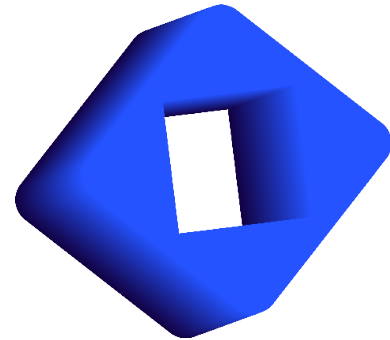
- Act as first person of contact for any non-routine client enquiries, coordinating qualitative and timely responses with the relevant Service Delivery Team (SDT).
- Provide advisory on client inquiries on related to their Chinese operations in terms of financial, taxation, HR and regulatory compliance matters.
- Responsible for overall management and communication regarding corporate services projects, including but not limited to company incorporation, dissolution, share transfers, changes in corporate structure and general advisory on business operations in China and wider Asian region.
- Responsible for advisory projects concerning company's operations in China, and wider Asian region, including but not limited to regulatory- and legal matters, market entry advisory, foreign exchange regulations and taxation in China (and Asia), transfer pricing, due diligence, and more.

4. Sales & Business Development

- Responsible for client retention, renewal of services, and all client commercial outcomes (including correctness of invoicing and cash collection).
- Responsible for identifying upselling and cross-selling opportunities and organizing proper follow up within MSA's sales framework.
- Support the acquisition of new clients via own channels and MSA channels to which you are assigned, reporting to both the Head of Sales and Partner in-charge of Business Development.
- Support with drafting of relevant proposals, contracts and updating of MSA CRM system to ensure compliance with MSA's sales framework
- Support in drafting technical briefings, marketing materials and support in other ad-hoc activities as required by either the Head of Sales and/or Partners.
- Attend relevant business development events and activities to promote the MSA brand and share MSA expertise

REQUIREMENTS

- Bachelor's degree in Accounting, Finance, Business Administration or related fields.
- 2-3 years of experience in client service, account management, finance, tax or HR services.
- Experience working with foreign companies or third-party professional service firms is highly preferred.
- Business fluent English communication skills (spoken and written), ensuring independent management and communication with foreign clients directly. Business fluency in Chinese is a must, understanding of legal- and/or taxation and financial information are a strong plus.
- Strong communication, coordination and problem-solving skills, and strong cultural affinity with cross-cultural business settings (time spent studying and/or working abroad are a strong plus).
- Detail-oriented, responsible, and able to work under pressure and manage multiple clients and projects simultaneously.
- Familiarity with China's (and other Asian markets) finance, taxation and compliance regulations and environments is a plus.
- Self-starter and a desire to contribute innovative ideas.



ABOUT US

MSA Asia is a financial advisory firm with over a decade of experience in China. As a member of the GGI Global Alliance, a leading accounting and advisory network, we focus on internationally active firms with their business queries in China and other Asian markets.

MSA Asia has provided foreign companies in China with support for all their accounting, tax, finance, HR, payroll and other areas where assistance is needed. With a client-centric approach, MSA Asia is able to take care of the needs of all their clients, allowing them to focus on driving their business towards success.

