

Title: BackOffice Support Officer

FX Central Clearing Ltd, a leading CySEC registered Forex Trading Company based in Limassol, announces its new opening for the Backoffice and Support Departments. We are seeking an exceptional individual to join our team in the role of BackOffice Support Officer.

Main Responsibilities

- Collect feedback from our database of clients regarding our services via the available communication means made available by the company;
- Run relevant KYC procedures using the available means and tools;
- Follow relevant procedures to open/modify/close accounts;
- Provide feedback/suggestions to the company's procedures/policies;
- Provide customer service through phone and live chats and assisting clients with general Inquiries.
- Keep updated with the departmental and the company's internal policies and services;
- Communicate efficiently with the management to tailor better suited services and products;
- Transmit information to clients in a professional, efficient and transparent manner;
- Overview the tasks submitted to ensure consistency and accuracy of information;
- Maintain accurate records of tasks;
- Support actions and statements on well-intended, consistent knowledge and attitude.
- Manage on-going private client relationships
- Keep up to date with market information and monitoring trends in all major currency pairings
- Liaise with other departments, when required, to escalate and resolve issues and/or report faults
- Ensure customer satisfaction, professional communication

Qualifications

- Minimum 1-2 years 'solid experience as a BackOffice/Support Officer within another forex company;
- Sales or retention experience is considered an advantage;
- Language requirements: English - native/professional proficiency; at least one additional language as follows: German, French, Arabic, Italian, Hungarian, Japanese or other Asian languages;
- Valid work permit/visa;
- A University or College degree in finance or related fields is considered an advantage;
- Computer literate;
- Excellent multitasking skills;
- Skilled in the subtleties of chat/email/telephone etiquette and detail oriented;
- Extensive knowledge of the financial services sector;
- Technical knowledge of MetaTrader 4 and additional trading platforms;
- A desire to understand how and why things work the way they do;
- Financial and technical analysis knowledge;

FX CENTRAL CLEARING LTD (FXCC)

Address: 2 Samou Street, 4043 Yermasoyia, Limassol, Cyprus

Tel: +357 25 870 750 | **Fax:** +357 25 870 753 | **Email:** hr@fxcc.com | **Web:** www.fxcc.com



- Excellent support and communicational skills;
- To-do attitude, self-motivated and target-oriented;
- Team-player, able to work under pressure, creativity, innovation and problem solving skills is a must.

Package Offered by FXCC

- Working Days: Monday - Friday, weekly shifts based (including night shifts)
- Competitive monthly salary commensurate with experience;
- Full Health insurance;
- 21 days annual leave
- 13th salary
- Unique opportunity for career and self-development
- Bonuses and rewards for exceptional achievements

Excellent working environment and unique opportunity for self and career development

All CV's are strictly confidential and must be sent to hr@fxcc.com.

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