

Title: Retention Officer

FX Central Clearing Ltd, a leading CySec registered Forex Trading Company based in Limassol, announce its new opening for Sales & Support Department. We are seeking an exceptional individual to join our Sales & Support team in the role of Retention Officer.

The successful candidate will be responsible for managing client relationships and satisfaction. Identifying, planning, designing and implementing opportunities for improvement in Customer Loyalty, ensuring that clients have access to up-to-date market and pricing information.

We are looking for Multilanguage speaking representatives for the international retention desks.

Main Responsibilities

- Managing ongoing private client relationships
- Keeping 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
- Provide training to clients on the use of the Company’s products
- Explaining the payment process mechanism
- Help maintain our high levels of client acquisition, retention and reactivation
- Ensuring customer satisfaction, professional communication

Qualifications

- 3+ years of experience in customer retention or relationship management/marketing, including program development and execution (Forex Related)
- Bachelor's degree in economics, Finance, Business Management (MBA is an advantage)
- Effectively communicates with all employee levels and levels of management
- Fluent English both in written and oral communication skills.
- Proven ability to multi-task, deliver exceptional results and motivate/ manage others in a fast paced, dynamic environment;
- Outstanding written/verbal communication and presentation skills;
- Strong decision making and problem solving skills;
- Exceptional analytical, organizational and interpersonal skills;
- Flexibility to work shifts/longer hours as and when required
- Proficiency with different trading platforms and tools
- Proficiency with Microsoft Office suite, including Word, Excel, Power Point and Outlook;

Package Offered by FXCC

- Competitive monthly salary commensurate with experience;
- Plus Excellent monthly commissions;
- Health insurance;
- Paid vacation days.
- 13th salary
- Training offered (in-house)
- Unique opportunity for career and self-development

Languages

Arabic; Chinese; Danish; Dutch; English; Finnish; French; German; Greek; Hindi; Italian; Japanese; Korean; Norwegian; Polish; Portuguese; Romanian; Russian; Spanish; Swedish; Turkish

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

FX Central Clearing (FXCC)
16, Spyrou Kyprianou Ave, Office 201, 3070 Limassol, Cyprus

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