



French, Italian, German Spanish, Customer Support

- Customer handling techniques and strategies, complaint handling processes
- Customer relationship management
- Communication - written and oral, reporting writing and presenting to all levels of the organisation
- Robust decision-making on matters with wide ranging external impact
- Answer all queries received from clients
- Liaise with the relevant department on specific issues related to client queries
- Relationship building, Live Support to existing as well as potential customers
- Time management and delivery
- Keeps up to date with industry and regulation changes and professional standards
- Provide troubleshooting and support for the basic functions of the MT4 trading platform

Prerequisites:

- Collage/University Graduate
- Excellent verbal and writing knowledge of English Language, other languages would be an advantage (French, Italian, Portuguese, German, Spanish, Swedish, Norwegian)
- No experience is required
- Creative and Open Minded willing to grow within the industry
- Ability to prioritize and use initiative
- Communication skills at all levels
- Attention to detail and accuracy
- People oriented, energetic and enthusiastic with a positive attitude

Remuneration & Benefits

We offer a competitive salary together with career progression