**Customer Relationship Officer**

This well-established and ambitious globally-regulated (including CySEC) CFD and Forex Broker with headquarters in Australia and further offices internationally, is seeking a Customer Relationship Officer to join their growing team in Limassol. The successful candidate will ideally have proven experience in sales within a FX company and needs to be fluent in English. Fluency in other languages is viewed favourably.

This is a great opportunity to work in a varied role and be overseen by and mentored by a team of industry professionals with years of industry experience. The company offers continuous personal development and a dynamic working environment.

**MAIN DUTIES AND RESPONSIBILITIES**

* Assist with the on-boarding and conversion of leads to active clients
* Developing the country, territory, or region you have been assigned to
* Reactivate old clients
* Educate clients on how to trade financial assets
* Educate clients on what is happening in the financial markets
* Being proactive in contacting clients by telephone and email to promote the company’s products and services
* Assisting with incoming queries from all prospects and clients by telephone and email
* Entering and maintaining detailed and accurate records on the company’s systems
* Achieving key performance indicators
* Organizing and managing work flow

**CANDIDATE PROFILE**

* Native/Fluent in English is essential. Additional languages are important.
* At least 1 year of experience in a sales-related forex position preferred.
* A broad understanding of financial markets and trading, preferably with foreign exchange.
* Client focused with excellent customer service skills
* The ability to influence and persuade a mutually beneficial outcome for the company and the client.
* Excellent communication and written skills as well as attention to detail
* You should be dynamic, self-motivated and competitive, with a strong desire to succeed
* You should work well independently as well as in a team
* Willing and flexible enough to work shifts to provide coverage for your territory when required

**BENEFITS:**

* Competitive remuneration package and Health Insurance following probation period.

**Interested candidates should send their CV and cover letter to** [careers@fpmarkets.com](mailto:careers@fpmarkets.com)