

Title: BackOffice Support Officer

FXCC, a leading Forex Trading Company based in Limassol, announces its new opening for the: Backoffice and Support Department.

We seek individuals of the highest calibre. Individuals who have the knowledge, responsibility and commitment to the same ideals we hold as a company. We're looking for outstanding candidates who are looking for a stage to shine on and need the challenges of a busy corporate culture to take them to the next level in their professional development.

Main Responsibilities

- Verify and process KYC documentation and activating accounts;
- Liaise with clients regarding collection of any pending or outdated documentation;
- Process all new account opening applications, including individuals, corporates, and partners;
- Assist new clients with the account opening process;
- Process deposits and inter-account fund transfers based on the company's policies and procedures;
- Ensure that all clients' information is recorded in a complete, accurate and timely manner;
- Provide support and assist clients with account related inquiries as well as general inquiries;
- Communicate information to clients in a professional, efficient and transparent manner;
- Ensure compliance with the Company' anti-fraud and anti-money laundering procedures;
- Communicate and coordinate with different departments;
- Handle of clients' calls, live chats and emails in professional and timely manners;
- Any other tasks as assigned from time to time by the Backoffice Manager;
- Ensure clients' satisfaction;
- Shift work will be required

Qualifications

- Minimum 1 year experience as a BackOffice/Support Officer within the forex industry;
- Sales or retention experience is considered an advantage;
- Fluency in English - extra language would be considered an advantage;
- 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;
- Technical knowledge of CRM, MetaTrader 4 trading platforms;
- A desire to understand how and why things work the way they do;
- Financial and technical analysis knowledge;
- Excellent support and communicational skills;
- To-do attitude, self-motivated and target-oriented;
- Have the ability to work shifts / weekly shifts based (including night shifts)



Package Offered by FXCC

- Competitive monthly salary commensurate with experience;
- Medical insurance;
- 21 days annual leave
- 13th salary
- Unique opportunity for career and self-development

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

FX CENTRAL CLEARING LTD (FXCC)

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