



Client Relations Specialist - London, UK, on-site (Spanish / Thai / Mandarin Chinese / Hindi)

EC Markets is an established and regulated global broker offering CFDs, Forex, Indices, Commodities, Stocks and Cryptocurrencies. EC Markets is hiring experienced on-site FX / CFD Customer Service agents for its City of London office (Liverpool Street Underground Station) to support its clients globally across multiple regulated jurisdictions. Only candidates with prior FX/CFD and online trading industry experience will be considered. Candidates must be fluent/native in one or more of the following languages: Chinese (Mandarin), Hindi, Thai, or Spanish.

This is an exciting opportunity to join a global fast growing Financial Brokerage company with a professional, friendly and results-driven culture.

Working times:

Thai, Hindi, Chinese - Early morning shift: from 0600 or 0700 am until 1500 or 1600 pm)
Spanish (supporting Latam) Afternoon shift from 2pm or 3pm until 10pm or 11pm

Responsibilities:

- Quickly address client and partner (IB & affiliate) questions, disputes and complaints.
- Support the regional office sales and business development teams to quickly address client and partner issues.
- Investigate trading disputes, close exposure to minimize potential company losses when dealing with trading disputes
- Focus on client onboarding and ensuring a seamless user experience for all clients and partners
- Proactively reach out to clients and partners to assist them with finalizing onboarding and meeting KYC requirements.
- Promote messages to clients as required by management in day-to-day interactions with clients and partners

- Adhere to regulatory requirements and maintain high ethical standards when dealing with clients and partners
- Train new staff, ensure all client-facing employees are communicating the correct information to potential and active clients.

Candidate Profile:

- Experience working in Customer Service in support of Metatrader 4 and Menetrader 5 trading platforms.
- Fluent or native-speaker level **Spanish/Thai/Hindi/Mandarin Chinese** and advanced English language skills
- Client focused with excellent customer service and conflict resolution skills.
- Willing to engage in proactive soft-sales as part of day-to-day interactions with clients and partners.
- A team player with excellent communication skills
- Dynamic, self-motivated, competitive and strong desire to succeed
- Ability to work well independently as well as in a team and can-do attitude
- Only candidates with prior FX/CFD and online trading industry experience will be considered
- Must be willing to work the time shifts required.

Company Offers:

- Opportunity to grow within our global team (promotions are possible to dealing, product owner, project manager, partner sales, conversion/retention sales, team leader, and other roles within the organization).
- Year end performance bonus (based on company and individual performance)
- Providence fund

To apply please send your resume by Whatsapp to + 357 97 797 674 or email IgorVGalkin@CompanionVille.com