

Customer Support

Number of Positions: 3

Contract Type: Indefinite

Job description

As a Customer Service Representative, you will play a key role in ensuring customer satisfaction. You will be responsible for answering customer inquiries, solving problems, and providing technical support related to the trading platform. You will work closely with internal teams to ensure an optimal customer experience.

Responsibilities:

- Respond to customer inquiries via phone, email, and chat in a timely manner.
- Provide technical support for the trading platform.
- Resolve customer issues and guide them through their operations.
- Collaborate with internal teams to solve complex issues.
- Ensure clear and effective communication with customers.

Requirements

- Previous experience in customer service, preferably in the financial sector.
- Knowledge of financial markets and trading platforms.
- Excellent communication skills and ability to work under pressure.
- Proficiency in English, both written and spoken.
- Ability to solve problems proactively and independently.

Skills:

- Great ability to listen to customers, empathetic approach and dedication to providing exceptional service.
- Strong organizational skills, punctuality and ability to quickly find accurate information.
- Detail-oriented and able to maintain a positive attitude even in stressful situations.
- Open to constructive feedback and collaborative team spirit with the ability to work independently.
- As a Customer Service Agent, you will be the first point of contact for our customers, assisting them via live chat, email and phone calls to ensure a great experience with our products.

Training provided

Onboarding to the team and the company.

Each manager is responsible for training the new recruit within their respective team. The training will be based on the recruit's job description as well as an introduction to the world of trading.

Any assistance with accommodation/relocation

We regret to inform you that we do not provide assistance with accommodation or relocation.

Any other benefits

- Ongoing training on financial markets and new technologies.
- Opportunities for career advancement within the company.
- Dynamic and stimulating work environment.
- Access to the on-site gym.
- Weekly company events and Monday breakfasts to start the week on a positive note!
- Flexible leave policy to accommodate our employees' needs.

Salary

€26,000 – €28,000 per year.

Work Schedule: You will be required to work one weekend per month.

Alternate work schedules each week: 9 AM - 6 PM or 11 AM - 8 PM.

How will the interviews be held

The first interview will be conducted online, and if successful, the second interview will take place online with the manager responsible for the respective position.

To apply

CVs and a covering email are to be sent by email to eures.recruitment.jobsplus@gov.mt and should be written in English. Please quote the vacancy name and number in your email.