

Client Services Executive

Department: Client Management (UK)
Reporting to: Head of Client Management

Since launching in 1989, CMC Markets has become one of the world's leading online CFD and financial spread betting providers, with nearly 23 million trades executed annually across Europe, Asia Pacific and North America.

CMC Markets' success is founded on its ability to deliver a wide range of trading products to customers, from single equities to indices, currencies and commodities. This means our clients don't need to go to a forex broker, futures broker or a commodities broker to trade these different instruments - they can trade them all through one trading platform. CMC Markets has pioneered the development of online trading in markets around the world to become a world leading spread betting and CFD provider.

The UK Client Management Team is responsible for UK business development and relationship management for all UK based clients. This service also supports a number of CMC Markets European branches.

ROLE AND RESPONSIBILITIES

- Provide high calibre client service to ensure a positive client experience
- Take ownership for owning and driving an excellent client experience for our high value clients through all touch points in the client lifecycle. This includes: trading execution (trade on behalf of clients), query management and education.
- Escalate all client issues in a timely manner to appropriate levels to ensure a consistently high level of client service.
- Proactively respond to and manage inbound client queries professionally and efficiently.
- Monitor competitor companies within related markets and apply insights to help CMC continuously improve.
- Keep abreast of global and economic news in order to provide execution trading support to clients.
- Act as a brand ambassador in all client interactions.

KEY SKILLS AND EXPERIENCE

- It is desirable that the candidate has an excellent working knowledge of the Next Generation Platform
- Demonstrates passion and enthusiasm for our products and services
- Operates with integrity and a highly client centric mind-set
- Excellent verbal and written communication skills, fluency in one or more European languages desirable
- Ability to work effectively as part of a team
- Intermediate knowledge/experience of financial markets
- Minimum 1 – 2 years sales and service experience required, ideally in a retail financial services environment
- Undergraduate degree in relevant discipline desirable

COMPETENCIES

- Communication
- Team Work
- Customer Focus
- Resilience & Adaptability
- Problem Solving

Job Holder Name: _____

Job Holder Signature: _____

Manager Name: _____

Manager Signature: _____