

Sales Executive – London

Department: Client Management
 Reporting to: Head of UK Sales

Since launching in 1989, CMC Markets has become one of the world's leading online CFD and financial spread betting providers, with nearly 45 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.

ROLE AND RESPONSIBILITIES

- Provide proactive and timely support for the client on-boarding process
- Identify sales opportunities where possible, including new client profiling to identify high value clients
- Provide excellent and high calibre client service to ensure a positive client experience
- Take ownership for ensuring accurate client information is recorded in relevant internal systems (e.g. CRM) in a timely manner.
- Proactively identify and cross sell additional products and services to existing clients
- Proactively identify opportunities to improve the client experience.
- Provide excellent and high calibre client service to ensure a positive experience for all clients
- Proactively respond to and manage inbound client queries professionally and efficiently.
- Effectively deal with client queries, focussing on getting it right first time
- Escalate all client issues in a timely manner to appropriate levels to ensure a consistently high level of client service.
- Act as a brand ambassador in all client interactions
- Commitment to understanding the customer needs and requirements
- Maintain personal/professional development to meet the changing demands of the role, including all relevant regulatory and legislative training
- When dealing with all customers, clients or colleagues ensure that we provide a clear, fair and consistent high quality service that presents a professional and positive image of CMC Markets
- Take all reasonable steps to ensure appropriate confidentiality
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this role

KEY SKILLS AND EXPERIENCE

- Demonstrates passion and enthusiasm for our products and services
- Operates with integrity and a highly client centric mindset, with an ability to build and enhance strong and

meaningful client relationships

- Excellent verbal and written communication skills
- Negotiation Skills
- Intermediate knowledge/experience of financial markets (CFD's preferable but not essential)
- Understanding of the requirements of regulative authorities to ensure that the department is compliant in terms of its processes and procedures.
- Knowledge of Microsoft Office Suite focusing on a good knowledge for Power Point Presentations and basic knowledge of Excel
- Expert knowledge of platform and products
- Ability to work effectively as part of a team
- Undergraduate degree in relevant discipline desirable (Business, Finance, Economics etc.)

KEY OBJECTIVES/KPIS

- To be confirmed

COMPETENCIES

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

Job Holder Name: _____

Job Holder Signature: _____

Manager Name: _____

Manager Signature: _____