

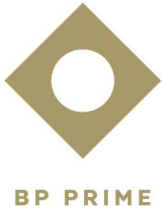
## Sales Associate – Italian Speaker

### Purpose:

- ◆ Responsible for Generating and Developing trading clients from new and existing leads.
- ◆ Provide Excellent Customer Support for Fx and CFD customers in line with Company policies, procedures and FCA regulation
- ◆ Dealing with partner requests
- ◆ Translating documents
- ◆ Being able to negotiate on a B2B level
- ◆ Direct reporting line to Head of Sales
- ◆ Liaison with Customer On-boarding, Marketing and Compliance Departments

### Responsibilities:

- ◆ Converting leads into live trading accounts
- ◆ Facilitating account opening
- ◆ Reactivating Dormant accounts
- ◆ Acquiring Assets Under Management (AUM), Increasing Revenue and trading volume
- ◆ Dealing with Partnerships and Introducing Agents
- ◆ Adhering to all company policies and procedures
- ◆ Achieve or exceed set targets
- ◆ High level of conduct, standards
- ◆ Provide proactive and excellent client service at all times
- ◆ Effective & efficient client support and query resolution
- ◆ Liaising and coordinating with internal departments
- ◆ Following Anti-Money Laundering policy and procedure
- ◆ Ensuring effective delivery of the service



## Activities:

- ◆ Making all efforts to align Clients activities with the key performance indicators of the group.
- ◆ Perform outbound Welcome calls to new clients
- ◆ Provision telephone and email support to clients
- ◆ Assist existing clients to begin trading; ensure accurate administration of sales and account opening.
- ◆ At times, contact clients in regard to their FX/CFD/Cryptocurrencies enquiries.
- ◆ Answer client queries and educate them as to the benefits and risks of our services.
- ◆ Monitor competitor companies within related markets; share knowledge with colleagues.
- ◆ Adhere to all company policies and procedures, ensuring that all relevant compliance obligations are met.
- ◆ Attend trade exhibitions and seminars.
- ◆ Monitoring and reporting on client activities and provide relevant management information.
- ◆ Ensure that all activity is conducted in line with TCF requirements and FCA guidance

## Essential Skills:

- ◆ Fluent in both Italian and English – additional languages an advantage
- ◆ Financial markets knowledge (particularly FX, commodities and Indices) Cryptocurrencies an advantage
- ◆ Proven sales track record, ideally gained within financial services; ability to work to targets
- ◆ Excellent communication skills – verbal and written
- ◆ Enthusiastic, Self-motivated and Driven; able to act on own initiative and able to think outside the box
- ◆ Methodical and organised approach
- ◆ Excellent telephone manner
- ◆ Excellent Service
- ◆ Ability to work under pressure
- ◆ Good interpersonal skills

## Desired:

- ◆ Speaking multiple languages