

Relationship Management Executive

Job Overview

We are an Online Forex Brokerage currently seeking to employ Relationship Management Executives in the Asia Pacific region to expand our growing professional team. The Relationship Management Executive plays a vital role as the front-liner of the company. The position will have direct impact on the company's brand, public reputation, and client satisfaction. The main responsibility is to enhance relations between the company and its clients.

Job Responsibilities

- Directly communicate with clients via phone or e-mail.
- Handle and resolve client inquiries.
- Identify and escalate issues.
- Follow up on unresolved client concerns where necessary.
- Identify opportunities for business growth.
- Complete call logs.
- Perform any ad-hoc translations from English to native language if necessary.
- Work closely with Head of Support to document and improve processes and workflows.

Fullerton Markets International Limited

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Requirements

- Good time management. (Punctuality)
- Good verbal and written skills in English and other languages. (Thai, Chinese or Bahasa)
- PC literature and understand Microsoft Office and Excel with ease.
- Able to type at a reasonable speed and communicate via online messenger like Skype.
- Must be patient and understanding.
- Prior experience in translating materials from English to Thai, Chinese or Bahasa and vice versa will be an advantage.
- Good communication skills are needed to handle and respond to questions and feedback from customers.
- Independent and disciplined while working at home.
- Preferably with at least 1-2 years of working experience.

Please indicate your availability, current and expected salary package. We will contact all shortlisted candidates.

Benefits

We offer an attractive compensation and benefits package for successful applicants which includes:

- 5-day Work Environment
- Annual Leave (12 days)
- Performance Bonus
- Salary Negotiable