

HotForex is an award winning forex and commodities broker providing trading services and facilities to both retail and institutional clients. Operating under the brand name “HotForex”, HF Markets Europe Ltd. is authorized and regulated by the Cyprus Securities and Exchange Commission (CySEC) and the Company holds a Cyprus Investment Firm license with number 183/12 and may freely provide cross-border services in other Member States and Countries.

Position: Office Liaison Executive **Department:** Affiliates **Reports To:** Head of Affiliates

RESPONSIBILITIES & DUTIES

- Clearly define and record the roles of the educational centers and each agent
- Learn the agreements between the company and each educational center
- List all pending matters between company and the educational centers and correspond with the relevant company departments such as sales, affiliates, retention, product, operations, marketing, support, back office, accounting, IT & Management, in order to resolve them
- Maintain a productive relationship with the educational centers by maintaining an on going communication with them acting as a liaison between the educational centers and the company departments
- Act as the 'eyes and ears' of the company achieved via remote communication with them and physical visits to the educational centers (traveling is a must for this position)
- Ensure that the heads of each educational center stay motivated by addressing any concerns they may have
- Monitor the implementation and effectiveness of any procedures / policies agreed between the company and the educational centers
- Be fully aware of the agreements between the company and the educational centers, such as Lead Distribution, and inform Management in the cases that they are not being followed
- Assist with the planning of corporate events, such as local seminars and expos, in the countries where the educational centers operate or any new potential country where we might start operations in the near future
- Play a significant role in long-term planning, including an initiative geared towards operational excellence related to the educational centers
- Assist operations department in implementing new operational initiatives and restructuring of any educational center if needed
- Assist with the preparation of procedure manuals for all key company processes, including operational process, within and across functions as related to the educational centers
- Instill the company's vision and core values to the educational centers by communicating with them on a regular basis and being their number one contact for support and assistance
- Monitor the performance of the different educational centers and its agents and report to the relevant company departments such as sales, retention, affiliates and management
- Carries out any further duties assigned by their line manager
- Contributes to a positive and dynamic working environment

REQUIREMENTS

Fluency in English – Speaking, reading and writing
Strong communication skills with a tactful approach
Able to work in a fast paced environment
Is process driven and gives attention to detail
Has the ability to multi task and work to strict deadlines
Good problem solving skills

BENEFITS

A very competitive remuneration and benefits package is offered to all successful candidates including 13th salary and medical insurance, in addition to the opportunity to work within an exciting and engaging work environment where you will be given the tools and guidance to reach your full potential.

Applications must be made through our careers webpage: www.hfeu.com/careers

All applications will be treated as confidential.