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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 **authorised 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: **Retention Agent**

Department: **Sales**

Reports To: **Head of Sales**

RESPONSIBILITIES & DUTIES

- Act as the "eyes and ears" servicing a portfolio of clients in the FX marketplace by reporting trends and providing general market information to clients
- Act as a conduit between clients and the FX market
- Assist clients with queries regarding trading and the instruments available for use by the client
- Be aware of and be able to demonstrate ongoing in-depth knowledge of the financial markets, both technically and fundamentally
- Training new clients on companies platforms and trading tools
- Building and maintaining client relationships by understanding the client's needs and trading profile and providing suitable support and guidance where required
- Liaise with other departments, when required, to escalate and resolve issues and/or report faults
- Achieving monthly targets
- Providing understanding of technical and fundamental analysis to clients via scheduled 1 to 1 training sessions
- Contacting clients to provide general market updates
- Utilizing retention strategies to maximize client satisfaction
- Cross selling company services to provide client improvement and increase LTV targets
- Ensuring timely follow up of all contacts
- Maintain high levels of client acquisition, retention and re-activation

REQUIREMENTS

- University/College Degree
- Fluency in English: Additional Languages will be considered an advantage
- Knowledge in Technical Analysis is required
- I.T. Proficient
- Minimum 2 years experience in relevant field
- Excellent communication and organisational 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.