



## **Job Description**

### **Sales & Trading Support Associate**

<b>Title:</b>	Sales & Trading Support Associate
<b>Department:</b>	Sales
<b>Reports To:</b>	Team Leader – Sales
<b>Remuneration:</b>	Above average remuneration, together with a structured performance bonus
<b>Location:</b>	Mosta, Malta
<b>Working Hours:</b>	Monday to Friday (40-hours per week)
<b>Last Update:</b>	5 October 2010

#### Position Summary

The Sales & Trading Associate has a dual role to:

- Work to meet the Company's Sales Objectives by converting leads into active accounts
- Provide System and Trading Support to customers

In depth training will be provided to the successful candidate

#### Primary Duties & Responsibilities

- Sales Desk:
  - Analyse lead databases based on set criteria with the aim of identifying and contacting high-potential leads and converting them to Real Accounts.
  - Act as a liaison with clients to resolve any difficulties causing a delay in the activation of the client account (i.e. missing account documentation, fund remittance, etc.)
  - Work with the Team Leader - Sales to develop new sales initiatives to grow the Company's prospective client base.
  - Support the Team Leader - Sales in the organization and realization of marketing events in order to promote the company and its products to potential customers.
  - Work with other departments such as Compliance, Operations and Web to facilitate and accelerate sales-related initiatives.
- Trading Desk:
  - Handle customer telephone support (1<sup>st</sup> level technical support, training support, admin questions, legal questions etc...).
  - Provide clients system support via telephone and chat.
  - Work with Trading Desk to improve trading tools.
  - Track and evaluate competition.
  - Keep up to date with market developments (news, products, technologies, regulations)
  - Identify ways to improve the trading platform and service and present ideas to management.
  - Monitor trading system and work with IT to ensure that problems are quickly resolved.
- Other Duties:
  - Perform duties within the guidelines set out in the operational procedures and management directives.

#### Qualifications and Prerequisites

We are looking for an individual who:

- is Sales Oriented and Client Focused
- has the necessary Sales and Customer Support experience
- has non face-to-face customer handling experience (considered an asset)
- Good awareness of financial markets
- Has the right work ethic & behaviour
- Is fluent (speaking, reading, writing) in English, French and/or German
- has a financial or i-gaming background
- possesses a University Degree in Finance/Economics (considered an asset)
- willing to travel (re: Marketing Events - Trade Fairs, Road Shows, etc)