



SALES SUPPORT INTERN

REF. No. 1134

About us

This company is a bank with a focus on creativity, software development and the empowerment of investors.

Number of employees

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Tasks

You will act as an intermediary between the Sales team and Account opening/compliance team to meet the clients' needs for information, support, assistance, reports and training

- Assisting clients worldwide through a live support
- Answering e-mails, assisting with the opening of client accounts, amending existing accounts, maintaining client records and liaising with appropriate departments
- Handling of Back office queries
- Supporting clients with technical and troubleshooting issues
- Dealing with complaints of a varying nature promptly and effectively
- Providing support and troubleshooting on Meta Trader platforms
- Liaising with all departments to resolve issues
- Liaising with the compliance officer regarding complaints and approval of accounts
- Providing all relevant information to clients regarding documents and materials for becoming a client
- Impeccable telephone etiquette and management

Skills needed

- Excellent knowledge of English and German
- Strong organizational skills, good attention to detail and accuracy are essential
- Delivery of tasks to very high standards
- Detail orientated and team player
- Ability to work efficiently under pressure
- Excellent computer skills (Microsoft Excel and Word)

PRAKTIKUM IN LONDON



- Proactive in asking questions when needed and resourceful in solving problems
- Strong aptitude and interested in learning
- Excellent in written and oral communication skills and solid interpersonal skills required
- Proven experience in a similar role and knowledge of Meta Trader platforms will be considered an advantage

Duration of the internship

6 months

Office languages

German/English

Location

London

Financial support

Paid internship

Office hours

42 hours a week (weekdays)