
Financial Service Representative (Foreign Exchange)

To grow our Asia market, we are looking for young, energetic individuals who can speak English / Cantonese/ Mandarin proficiently to join us in our Hong Kong office.

Key Responsibilities (not limited to):

- Provide clients with best-in-class service on phone, chats, and email
- Intelligently articulate financial and market-related concepts
- Go beyond "customer service" Skillfully probe for, listen, and understand client needs to provide resources and solutions to improve clients' trading experience and results
- Mediate difficult situations, conversations and customers with composure and resolve
- Consistently take initiative to learn about the markets and the industry, new FXCM platforms and products such as the FXCM Trading Station, Meta Trader 4, or the latest iPad release
- Be a team player and proactively collaborate with the Financial Services Team to manage time, resources, volume, and customer feedback
- Consistently achieve departmental set metrics
- Act upon constructive criticism to improve on-desk client conversations and to build on personal and department-wide performance figures
- Basic salary + discretionary quarterly performance bonus

Experience and Skills:

- Degree in Economics / Finance / Business Admin preferred
- Must be fully fluent in English, Cantonese and/or Mandarin at a professional business level
- Must have strong communication skills (verbal and written)
- Possess a strong foundation of knowledge within Global Financial Markets specifically in technical analysis/fundamental analysis and money management
- The ability to effectively manage and prioritize multiple responsibilities in a fast-paced and dynamic business environment
- Ability to navigate basic and advanced mathematical examples with proficiency and accuracy
- Must be flexible to work rotational day and evening shifts
- Fresh graduate / no experience gained from Finance industry is also considered, formal on job training will be provided

Position only available for Hong Kong based candidate

We offer 5-day work week; comprehensive training; excellent career development & prospects and a competitive package, including annual leave, medical benefits (clinical, hospital & dental), discretionary quarterly bonus. If you are ready for a new challenge in your career, please send your full detailed resume with current and expected salary and availability to asiahr@fxcm.com.

Please visit our Website: <http://www.fxcm-chinese.com> for reference.

Information provided will be treated in strict confidence and only be used for recruitment-related purposes

Accounting Clerk

Responsibilities include (but not limited to):

- Handle day to day accounting operations and activities
- Perform Daily Reconciliations
- Update daily balance sheet and expense report
- Prepare company expense disbursement and staff reimbursement claims
- Coordinate with U.S. headquarters and group office in China related to accounting issues
- Review and check the company expenditures upon request
- Perform clerical functions such as data entry, checking invoices, and filing
- Ad-hoc projects as assigned

Qualifications:

- Major in Accounting
- 0 - 2 year relevant working experience
- Analytical mind, attentive to detail and good communication skills
- Strong sense of responsibility, mature, independent & self-motivated
- Able to meet deadlines and work under pressure
- Proficiency in MS office, Chinese word processing & Accounting software applications
- Good command of English, Putonghua & Cantonese (verbal and written)
- Fresh graduates are also welcome
- Immediate available or short notice preferable

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HR Assistant (3 months contract)

Key Duties & Responsibilities (include, but are not limited to):

- Post job vacancies to the company career page, external job boards and social media sites;
- Conduct resume review, initial phone-screening and scheduling of subsequent interviews for assigned vacancies;
- Source passive candidates via social media and other talent resources;
- Assist with the full onboarding cycle (offer communication, application management, background screening and initial employee onboarding);
- Provide general assistance to the Human Resources department including, but not limited to, planning/coordinating, events, special projects, and administrative functions;
- Additional projects and responsibilities as assigned.

Working Hours: Mondays - Fridays, 9am - 6pm

Required Qualifications (the candidate must possess):

- Internship or prior entry-level experience in corporate recruitment and/or human resources preferred;
- A high level of professionalism, tact, and interpersonal competency;
- Polished verbal and written communication skills;
- Proven time management and organizational skills - must be able to juggle multiple urgent priorities at once;
- A positive and friendly attitude;
- The ability to be assertive as well as service-oriented.

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