

Institutional Operations Associate

Technementals Technologies (Bulgaria) EAD is a subsidiary of FXCM Group. The FXCM group of companies (collectively, the "FXCM Group") is a leading provider of online foreign exchange (forex) trading, CFD trading, spread betting and related services. Our mission is to inspire global traders with access to the world's largest and most liquid market. By offering the most innovative trading tools, hiring the best trading educators, and meeting strict financial standards to protect trader funds, we strive for the best online trading experience in the market.

We are seeking career minded and independent individuals for an entry level full-time position in our Institutional Operations department in our Sofia based office, which operates as a back office since 2012. The Associate will be part of a global team providing operational support on a 24/5 basis to an international network of Retail and Institutional clients.

Key Duties and Responsibilities:

(Applies to both Retail and Institutional client segments)

- Onboarding and maintaining client accounts.
- Performing daily operational transactions (deposits/withdrawals/trade reconciliations etc).
- Customer service and routine correspondence with clients (emails, phone, chat etc).
- Customize solutions based on unique needs of large volume producing White Labels, Omnibuses, or Prime Broker clients.
- Coordinate with external counterparties (example: Tier A banks or 3rd party technology providers) in order to cater to the needs of Institutional clients.
- Liaise with Institutional Sales Associates located within our London, Paris, Berlin, Hong Kong and New York offices on a daily basis.
- Liaise with other internal departments to fulfill their requests specific to the client segment serviced by Institutional Operations.
- Compile scheduled and ad-hoc reporting needs such as Volume, Revenue/PnL calculation, etc.
- Assist, and potentially lead, new firm wide initiatives based on customer demand or regulatory requirement.

Skills/Requirements:

- English fluency: verbal and written.
- Strong Excel skills with ability to handle data analysis.
- Detail-oriented with a high level of organizational skills.
- Self-starter and able to work with minimal supervision.
- Have excellent written and verbal communication skills.
- Have superior customer service skills.
- Be able to determine priorities and follow up in a timely fashion.
- Be able to work collaboratively and constructively in a team environment.

Start Date: ASAP

Hours: 40 hours/week - Monday to Friday. Flexibility to work different shifts as needed.

Location: Sofia, Bulgaria

Prior to submitting your resume, the firm requests that you review the firm's website thoroughly: www.fxcm.com.

If you are interested in this position, please send us your CV in English to **hr-bulgaria@fxcm.com**.

All applications will be treated in strict confidentiality. Only short-listed candidates will be contacted for an interview.