

### Operations Associate – Spanish/French or German Speaker

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.

#### Primary responsibilities include (not limited to):

- Processing and activating new currency trading accounts
- Back office operations and processing transactions (withdrawals, transfers, deposits)
- Posting deposits (credit card, wires, online checks, bank checks)
- Customer service and correspondence (phone, live person chat, emails)
- Translating documents, templates and communicating with foreign language/English speaking clients
- Performs special projects as necessary

#### Requirements:

- **Spanish or French or German - Mother Tongue level** (written and verbal)
- **Fluency in English** – (written and verbal)
- Computer Proficient - Must have knowledge of Adobe Acrobat, Microsoft Office, and Internet. Working with proprietary software is a plus!!!
- Prior operational/back office experience or customer service a plus
- Excellent written and verbal communication skills
- Superior customer service skills
- Detail-oriented with a high level of organizational skills
- Able to multi-task and meet daily benchmarks/ deadlines in a fast-paced and dynamic business environment
- Self-starter and able to work with minimal supervision
- Able to maintain confidentiality
- Determine priorities and follow up in a timely fashion

Start Date: ASAP

Location: Sofia

Hours: Full time, 40 hours per week, Monday – Friday 9am-6pm

**Prior to submitting your resume, the firm requests that you review the firm's website thoroughly:**

[www.fxcm.com](http://www.fxcm.com).

**If you are interested in this position, please send us your CV in English to [hr-bulgaria@fxcm.com](mailto:hr-bulgaria@fxcm.com).**