

FXPRIMUS offers one of the most secure online trading environments available anywhere in the forex industry. Our extra measures in safety have positioned us as the front runner in responsible trading, and we are now setting new standards in safety amongst our counterparts in the FX industry. As we are globally expanding, we continuously search for talents and professionals who aim to grow with us and become a member of our award-winning team!

**Position: Client Relations Manager (Retention Team)**

**Reports to: Head of Conversion & Retention**

**Department: Sales**

**Location: Limassol, Cyprus**

### **Duties & Responsibilities**

- Develop trust and rapport with clients;
- Increase client LTV (life time value) by maintaining a strong relationship through frequent communication;
- Raise client awareness to product diversification, risks associated with leveraged products and promotional offers and campaigns;
- Provide regular market updates raising awareness to trade opportunities, key market moves, key market news events and technical levels;
- Provide training to clients on use of platforms, members area, features and terminologies;
- Provide coaching and guidance to clients in relation to their trading strategy and risk management.

### **Qualifications**

- Proven track record of client relations retention experience in online financial services;
- Additional sales experience will be considered an advantage;
- Ability to work under pressure and meet deadlines;
- Excellent communication and presentation skills;
- Excellent negotiation and closing skills;
- Knowledge of domestic and major international financial markets;
- Fluency in English is a MUST, any additional languages are favorable.

### **What you can expect**

- An attractive remuneration package based on candidate's experience and qualifications;
- Personal development opportunities through on-going on the job training;
- 21 days of paid annual leave;
- Corporate Medical Insurance and additional insurance benefits.

