

Currently we are looking for the Candidate for the position of:

Client Services - Payments Specialist with German

Location: Kraków

As a Client Services - Payments Specialist you will be responsible for delivering world-class and industry leading support to IG global client base. You don't need a background in finance to apply. IG is looking for people with a passion for providing excellent service and who have an interest in learning more about financial markets.

Responsibilities include:

- Providing front line payment support to our clients across phone, email, web chat and social media
- Monitoring and proactively managing client payment systems
- Taking ownership of, and proactively managing, client deposits and withdrawals
- Being the main point of contact for the global Client Services team regarding client payments and global banking nuances
- Verifying client documentation to ensure that internal AML policies are met
- Conducting audit checks and client administration tasks
- Providing backup to our global Client Services teams by answering queries from our international client base on all our products and platforms

Key Qualification Requirements:

- A degree-level education (any subject)
- Fluency in German (verbal and written)
- English at business level
- Excellent interpersonal and communication skills
- A logical and analytical approach to problem solving
- Confident to employ basic maths skills, particularly mental arithmetic. Strong organisational and time management skills
- Literacy in MS Office

If you are interested, please send you CV to: katarzyna.gorka@dotcommunity.eu

Please, attached in your CV the clause:

„I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Personal Data Protection Act as of 29 August 1997, consolidated text: Journal of Laws 2015, item 2135 as amended.”