

Argentina Jobs Expertini®

Financial Customer Service Advisor

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Company: Libertex Group

Location: Buenos Aires

Category: computer-and-mathematical

Libertex Group Overview

Established in 1997, the Libertex Group is an international powerhouse with over 25 years of financial markets expertise.

Over the years, the Libertex Group has helped shape the online trading industry by merging together innovative technology, market movements and digital trends. This was made possible with the introduction of Libertex, the multi-awarded online trading platform with which anyone can access the market and invest in stocks or trade CFDs with underlying assets being commodities, Forex, ETFs, cryptocurrencies, and others.

Libertex is the Official Online Trading Partner of FC Bayern, bringing the exciting worlds of football and trading together.

The Libertex Group in Numbers:

- 25+ Years of fintech experience
- 3M+ clients worldwide
- 700+ employees
- 40+ international awards (for Libertex)
- 300+ tradable assets (through Libertex)

The Libertex Group is constantly driven by a single passionate purpose – to tirelessly work on developing amazing fintech for people who simply want to have ‘more’ in their lives.

Job Overview

As a Customer Service Representative, your primary responsibility is to provide exceptional

service to customers by addressing inquiries, resolving issues, and offering solutions related to our products and services. You will play a crucial role in maintaining customer satisfaction, strengthening relationships, and ensuring smooth operations.

Main Responsibilities

Serve customers by providing product and service information and resolving product and service problems.

Maintain customer records by updating account information.

Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.

Maintain financial accounts by processing customer adjustments.

Prepare product or service reports by collecting and analysing customer information

Perform verification of client documents

Consult the customers regarding the payments and withdrawals procedures

Ensuring customer queries are answered to their satisfaction

Requirements

Spanish (C1 Native)

English (B2 and higher)

Customer Support /KYC experience (desirable)

Excellent customer service skills, attentiveness, information retention, tact and diplomacy in dealing with both customers and employees.

The ability to make sound decisions. This may include making on-the-spot decisions regarding customer transactions; weighing customer satisfaction issues with the Company's exposure to loss or fraud, and the ability to think through and rationalize decisions.

Flexibility and ability to multi-task.

Strong communication skills.

Ability to work in a fast-paced environment & under pressure if needed.

Mathematical aptitude and problem solving skills.

Detail oriented, strong organizational skills, and high degree of accuracy.

Benefits

Quarterly bonuses based on Company performance

21 working days annual leave

Corporate events and team building activities

Professional and personal development opportunities in a fast-growing environment

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