

Administration Assistant

location: Paphos, Cyprus

Salary: Competitive rates (dependent on experience)

About the Company:

Currency Solutions was founded in 2003 with the belief that every customer deserves access to excellent exchange rates, a premium service, and the latest market insight and technology.

Fast forward to today, and we've successfully transitioned from start-up to a leading independent FX and international payments company. Headquartered in London, with four offices across two countries and growing, we've sent billions securely around the world and are ranked 'Excellent' on Trustpilot by our customers.

Today, the world is different. While our core beliefs haven't changed, we recognise that our delivery must if we are to successfully solve the complex challenges that our customers are facing. In practice, this means finding both savings and stability in challenging trading environments, moving to an anticipatory model of servicing business and personal customers, and collaborating with industry partners to develop new and compelling product and service offerings.

We are now looking for an Administration Assistant to work in our Operations team based in Paphos, Cyprus.

About the role:

As the Administration Assistant you will be responsible for supporting the business and client at the onboarding stage of the client's journey.

Duties relating to the role:

- Maximise the customer experience;
- Conduct due diligence for the firm;
- Be a super user within the administration team systems;
- Comply with the firm's policies, procedures and controls when on-boarding and dealing with customers and colleagues
- Conduct due diligence on all new and existing clients;
- Assist with queries from new and existing clients both via email and over the phone;
- Manage the customer service inbox;
- Divert all incoming calls to the appropriate department;

- Processing clients sensitive documentation (passports, bank statements etc.);
- Investigate irregularities in applications;
- Reporting suspicious activities to the MLRO or Deputy MLRO;
- Liaising with the sales, dealing, finance and compliance teams
- Assist clients with their online accounts;
- Support the client journey to ensure the most efficient experience;
- Maintain knowledge on all products;
- Provide a comfortable environment for all staff and visitors;
- Maintain office facilities;
- Perform stock checks.

Candidate requirements:

Qualifications:

- 5 A* to C grade GCSEs, including Mathematics and English or the equivalent.

Skills:

- Clear verbal and written English skills;
- Ability to multi-task and work well under pressure to meet deadlines;
- Strong communication and interpersonal skills;
- Excellent time management.

Experience:

- Preferred experience in financial and/or customer service. (Not essential to your application as training is provided)

If you think you are right for this role of Administration Assistant, please send an email at samuel.west@currencyolutions.com .