

Updated: Oct 2018

Institutional Operations Associate (Middle Office)

Job Description

We are seeking career minded and independent individual for an entry level full-time position in our Institutional Operations department. The Associate will be part of a global team providing operational support to an international network of Retail and Institutional clients.

Key Duties and Responsibilities:

(Applies to both Retail and Institutional client segments)

- Fresh Graduate is welcome if the job holder is potential and eager to develop the career with us as comprehensive on-the-job training is provided.
- Onboarding and maintaining institutional client accounts.
- Liaise with Institutional Sales Associates located within our London, Paris, Berlin, and New York offices on a daily basis.
- Customize solutions based on unique needs of large volume producing clients. (eg. White Labels, Omnibuses, or Prime Broker)
- Assist, and potentially lead, new firm wide initiatives based on customer demand or regulatory requirement.
- Performing daily operational transactions (deposits/withdrawals/trade reconciliations etc).
- Compile scheduled and ad-hoc reporting needs (eg. Volume, Revenue/PnL calculation, etc.)
- Customer service and routine correspondence with clients (emails, phone, chat etc).
- Liaise with other internal departments to fulfill their requests specific to the client segment serviced by Institutional Operations.

Skills/Requirements:

- Degree Holder in any discipline.
- Fresh Graduates are also welcomed.
- Able to communicate effectively in English and Mandarin, both verbally and in writing required.
- Strong Excel skills with ability to handle data analysis.
- Detail-oriented with a high level of organizational skills.
- Self-starter and able to work with minimal supervision.
- Good customer service skills.
- Be able to determine priorities and follow up in a timely fashion.

- Be able to work collaboratively and constructively in a team environment.

Career Development and Opportunities at FXCM:

- Excellent learning opportunities in FX and CFD Market.
- Opportunity to deal with institutional clients and work with other financial institutions.
- Employees who have outstanding performance and strong knowledge will have opportunity to be in charge of different projects and liaise with different departments.
- Opportunity to learn the technical configuration of Most Popular Platform in FX Market - MetaTrader
- Possibility for international travel.

Fringe Benefits:

We are dedicated to fostering a Work Hard Play Hard, Friendly Working Culture being a Participation Organization of Work Life Balance (WLB) for 2017/2018. We are an Equal Opportunity Employer and welcome applications from all walk of life and nationalities with the required skill and experiences.

Leading Remuneration & Supportive Package:

Career Development / In-house and on the job training / Comprehensive Medical Coverage / Life Insurance / Discretionary Bonus

Work-Life Balance:

5 day Work Week / 4 to 5 weeks Annual Leave / 12 to 16 weeks Full Paid Maternity Leave / 4 weeks Full Paid Paternity Leave / Employee Referral Bonus Program / 5 days Marriage Leave / Team building internal lunches / Annual Party / Care for Community Events / Monthly Birthday Staff Party

If you are ready for a new challenge in your career, please send your full detailed resume with current & expected salary by clicking the apply button. You are welcome to visit our company website: <http://www.fxcm.com> for details.

Information provided will be treated in strict confidence and only be used for recruitment-related purposes.

Operations Associate (Back Office) – KYC / Client On Boarding

Key Responsibilities (not limited to):

- Conduct KYC (Know Your Client) review on new client relationships
- Process investment trading account applications compliant with regulatory requirements
- Handle existing clients' account maintenance requests
- Perform financial transactions within Back Office systems (deposits, withdrawals, transfers, etc.)
- Liaise with internal departments to ensure smooth client onboarding experience
- Provide customer service via email and phone
- Assist with ad hoc projects as assigned

Experience & Skills:

- Degree holder in any discipline. Fresh graduates are welcomed. Major in Accounting, Finance, Economics, or Business-related.
- Experience in Finance / Banking / Customer Service industries is an advantage.
- Fluent in English (verbal and written)
- Good interpersonal and customer service skills in English, Cantonese and Mandarin
- Proficient in Microsoft Office (Words, Excel, PowerPoint, Outlook) and English & Chinese word-processing
- Able to multi-tasking, determine priorities, and meet deadlines in a fast-paced business environment
- Attention to detail, accurate, responsible, independent, initiative, customer-oriented
- Career Development and Opportunities at FXCM:
 - High performing employees within the Operations team have historically been promoted to positions including Specialized Teams, Team Leader, Vice President, and Managing Director
 - Wide range of job rotation within the department: New Accounts, General Operations Treasury, Operations Sales Support, and Trainer
 - International offices job training opportunities
 - Excellent learning opportunities in worldwide FX regulations
 - Professional finance knowledge and regulation training

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Financial Services Officer – Malay Bahasa Speaker / Thai Speaker (Full-time)

Established in 1999 and headquartered in the UK, FXCM is a leading FX broker with a proven track record of market analytical excellence. FXCM has companies regulated in many jurisdictions across the world, including UK and Australia. Through relationships with multiple partners and affiliated companies, FXCM is able to provide abundant FX resources to the global market. Additionally, FXCM has offices, partners and affiliates in the major financial centers of the world, uniquely positioning FXCM to provide diversified market information around the world, such as Germany, France, Italy, Greece, Israel, South Africa etc.

To grow our Asia market, we are looking for young, energetic individuals who can speak Malay Bahasa proficiently to join us in our Hong Kong office.

Key Responsibilities (not limited to):

- Offer multiple solutions, platforms and services to self-trading customers
- Provide exceptional support to existing user base including market commentary and trading education in a timely manner
- Develop and maintain FX & CFD product and trade execution knowledge
- Liaise with local and international sales / support teams, middle office and back office teams
- Basic salary + discretionary quarterly performance bonus

Experience and Skills:

- A strong passion, interest and knowledge of global financial markets
- Highly energetic and quick learning skills
- Proven ability to manage time and information efficiently and effectively
- Resourcefulness and self-reliance in identifying and solving problems
- Previous sales, tele-marketing and service oriented experience is a plus
- A team player with strong organizational skills and proactively collaborate with the Financial Services Team to manage time, resources, volume, and customer feedback

Qualifications:

- Degree in Economics / Finance / Business Admin is preferred
- Fluent in any Malay Bahasa and English is a must. Mandarin is a plus.
- Strong MS Office skills with familiarity of Salesforce software preferred

- **Fresh graduates / no experience in Finance industry are also welcome, formal on-the-job training will be provided**
- Final year students if able to work at least 16 hours per week will consider as **Financial Services Intern**. Good performance during the internship will have chance to consider as a full-time employee in future.
- Ideal candidate should be eligible to work in HK. **IANG Visa Holders are Welcomed.**

Fringe Benefits:

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Leading Remuneration & Supportive Package:

Career Development / In-house and on the job training / Comprehensive Medical Coverage / Life Insurance / Discretionary Bonus / Visa Sponsorship.

Work-Life Balance:

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Job Description

Name:

Job Title:	Associate
Department:	Financial Crime Compliance
Sub Department:	Monitoring
Reports to:	Assistant Vice President
Direct Reports:	N/A
Jurisdiction:	Hong Kong

Summary/Job Purpose

The Financial Crime Compliance (“FCC”) Monitoring Associate (the “Associate”) will facilitate customer monitoring and investigations. The FCC Monitoring Associate will have the responsibility for supporting document translation, regulatory screening, reporting, inquiry resolution and escalation handling. The FCC Associate must demonstrate integrity, the ability to work independently with minimal supervision in an environment with strict deadlines, excellent communication skills, and the ability to maintain the strictest confidentiality with respect to highly sensitive information.

Role Responsibilities

- Fluency in English and Simplified Chinese (both written and verbal) to handle and review Chinese-specific workload tasks including customer documentation and customer communication (via e-mail);
 - Develop and maintain a deep understanding of UK and EU AML/CTF regulatory requirements, developments, sector-specific regulation and industry best practice;
 - Be able to apply the legislation and regulations as set out in the Firm’s Financial Crime Compliance Framework (i.e. policies, controls, guidelines, and procedures) and its’ Programme;
 - Identify and investigate potential risks to the Firm within area of responsibility and make recommendations based on findings;
 - Review customer activity for adherence to the FCC Programme, as part of the client on-boarding process or ongoing monitoring;
 - Identify and investigate potential policy breaches, conduct investigations, coordinate corrective action with the control functions required;
 - Review customer documentation, inbound/outbound transactions, and account details, primarily in Chinese, for suspected financial crime activities;
 - Perform regular customer, primarily Chinese customers, reviews, manage trigger events, monitor and review various internal alerts, and flagged activities;
 - Conduct investigations, prepare reports, and escalate cases to the FCC Management and Compliance Teams as required;
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- Assist with the documentation of AML and KYC policies, controls, guidelines and procedures, which form the Financial Crime programme;
 - Prepare and publish management information reporting; and
 - Promote a culture compliance awareness and appropriate behaviours and actions throughout the business.
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Competencies

Technical /Qualifications

- Bachelor's degree or equivalent
 - Compliance or relevant department experience in a financial institution preferred
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Systems/Internal Processes

- Proficient in Excel, Word, PowerPoint
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Regulatory Awareness/Compliance

- A basic understanding of regulations
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Core Competencies/Skills

- Fluency in Simplified Chinese (written and verbal)
 - Fluency in English (written and verbal)
 - Good communication skills
 - Team player willing to work in a friendly team environment
 - Detail-oriented with a high level of organizational skills
 - Quick learner and able to adapt to high workload demands
 - Eager to learn Compliance regulatory obligations
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Ethics & Behaviours

- Maintains and promotes high ethical standards by demonstrating honesty, integrity and fair dealing at all times internally and externally, promoting and enhancing the good reputation of the firm
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