



### **Italian Speaking Account Managers**

**Contract Type:** 2 year contract that is renewed

**ZP Services Ltd** is the destination for experienced, determinate, hardworking and ambitious professionals seeking a rewarding career and lifestyle.

We are one of the best providers specializing in the management of strategic activities surrounding sales and customer relations for online financial products trading.

Currently we are looking for fluent Italian Speaking Account Managers who is (are) looking to work in a dynamic environment with opportunities for further professional and personal growth.

#### **Job description**

We are seeking for top performing Account Managers with B2C experience who will build and maintain client relationships. In this role you will be asked to manage a portfolio of clients primarily over the phone. You will foster good client relationships aiming at ongoing trading activity and the achievement of specific revenue targets. You bring to the role your sales experience, capacity to solve client issues, a passion for the financial markets and a proven track record for delivering exceptional results.

#### **Responsibilities**

- Develop strategic account and portfolio plans work with assigned team.
- Build solid relationships and trust with clients and improve business over the phone
- Bring sales experience along with industry insights.
- Exceed client expectations via responsiveness, providing insights, marketplace knowledge, resolving technical issues.
- Ability to quickly respond to client requests.
- Strong problem solving.
- Meeting and exceeding set daily retention targets.
- Liaising with dormant clients and converting them into active ones.

#### **Requirements**

- Fluent in Italian
- Flexibility to maintain focus through change and thrive in difficult situations
- Proven ability to multitask & work under pressure and build ongoing relationships
- Excellent written and verbal communication and presentation skills
- Proven track record of exceptional performance, high productivity and meeting deadlines
- Infectious sense of enthusiasm, fun, and imagination associated with a group committed to developing the best search sales experiences in the world
- Experience with focus on Sales/Account Management
- Strong ability to work under pressure and target oriented
- We are looking for candidates with a strong personality with a substantial experience in the same role

**Preferred Qualifications**

- Bachelor's degree preferably in Economics/Finance
- Previous experience in working with revenue generating targets

**Training provided**

Yes in house training is provided.

**Any assistance with accommodation/relocation**

- Upon your arrival at the airport our driver will pick you up.
- The employer could provide assistance with accommodation in the first 2-4 weeks. This would need to be discussed at interview stage.
- After three months of employment, you will be entitled for flight ticket refund (up to 200 euros and upon receipt) for relocations
- After three months of employment will receive food allowance via **MaltaMenu** platform. For cafes & restaurants around the office.
- As we truly believe in growth within, many opportunities to join management team. We also have introduced a friend referral scheme- awarded once a friend you recommend is employed with us.

**Salary**

800 Euros Basic (9600 per annum) + High bonus system and benefits  
Base salary raise upon veterans shall be discussed.

**How the interviews will be held**

Via Skype or in person



### **Italian Speaking Sales Agent**

**Contract Type:** 2 year contract that is renewed

**We are one of the best providers specializing in the management of strategic activities surrounding sales and customer relations for online financial products trading.**

Currently we are looking for fluent Italian Speaking Sales Agents, who are looking to work in a dynamic environment with opportunities for further professional and personal growth.

#### **Responsibilities**

- Creating and maintaining relationships with clients over the phone
- Liaising with potential clients and converting them into active ones
- Market Research
- Documents verification and collection

#### **Requirements**

- Fluent in Italian
- At least 6 months experience in a similar environment (preferably a call centre)
- A level Standard of Education or the equivalent, economy/financial studies will be considered as an advantage
- Strong communication and teamwork skills
- Willingness to be rewarded per performances, accept responsibility
- Be able to work under pressure
- Flexibility
- Independent, accurate thinking
- High capacity to learn at a rapid pace
- Well-versed with the Microsoft Office suite including Excel and Word and Mail
- Outgoing personality

#### **Training provided**

Yes in house training is provided.

#### **Any assistance with accommodation/relocation**

- Upon your arrival at the airport our driver will pick you up.
- The employer could provide assistance with accommodation in the first 2-4 weeks. This would need to be discussed at interview stage.
- After three months of employment, you will be entitled for flight ticket refund (up to 200 euros and upon receipt) for relocations
- After three months of employment will receive food allowance via **MaltaMenu** platform for cafes & restaurants around the office.
- As we truly believe in growth within, many opportunities to join management team. We also have introduced a friend referral scheme- awarded once a friend you recommend is employed with us.



**Salary**

800 Euros Basic (9600 per annum) + High bonus system and benefits. Base salary will be increased over time.

**How the interviews will be held**

Via Skype or in person