

iFAST Capital Sdn Bhd is part of the iFAST group of companies which are spread across Malaysia, Singapore and Hong Kong and India. We are a subsidiary of iFAST-OSK Sdn Bhd, a joint venture between RHB Investment Bank and Singapore's iFAST Corporation Pte Ltd. Our business includes providing a comprehensive range of services such as assisting in dealing, investment administration, research support, IT services and backroom functions to financial planners. iFAST Corporation's subsidiary in Singapore, iFAST Financial, is Singapore's leading unit trust transaction and services platform, serving more than 50 financial advisory companies and over 3000 financial adviser representatives. In line with our expansion plans to Kuala Lumpur, Malaysia, we require an energetic and dedicated individual to join us as:

Client Service Executive

No. of Vacancies available: 3

Location: Level 28, Menara Standard Chartered, No. 30, Jalan Sultan Ismail, 50250 Kuala Lumpur.

Responsibilities

- Handle investors & financial advisers' inquiries and transactional needs via phone, email effectively, efficiently and accurately.
- Responsible in providing reliable and accurate explanation or solutions professionally and promptly.
- Able to explain basic investment concepts and product features to investors.
- Liaise with appropriate departments to resolve issues brought up by customers.
- Consolidate investors & financial advisers' feedback and seek to improve service quality and user-friendliness of iFAST website.
- Undertakes special assignment, ad-hoc functions and related duties as required by superior or business owner.

Requirements

- Diploma or Degree holder with 1 year working experience (Preferably in Banking, Business, Finance or its equivalent). Fresh graduates are welcome to apply.
- Good command of spoken and written in Chinese (Cantonese & Mandarin) and English.
- Excellent interpersonal and communication skills, both verbal and written.
- Customer-oriented, patient, pleasant, meticulous and obliging disposition.
- Strong interest in investment products. Candidates with the relevant experience will have an added advantage.
- Good team player, and yet able work independently when necessary under tight deadlines.
- Contact centre experience in customer service is preferred but not necessary.
- Fast learner, with positive attitude, initiative and self-discipline.
- Good problem solving skills and thorough follow through with an ability to multi-task.

How to Apply

Interested applicants are invited to apply online with your detailed resume stating working experience, current and expected salary, and a recent photograph. Only short listed candidates will be notified.

iFAST Capital Sdn Bhd

Level 28, Menara Standard Chartered, No 30, Jalan Sultan Ismail, 50250 Kuala Lumpur.

stephyong@ifastfinancial.com