

Client Service Associate - part time

We get curious people invested in the world.

We believe access to global capital markets is not only for the privileged few. Our vision is to enable people to fulfil their financial aspirations to make an impact. That is why we use the power of technology to deliver clients what they need, when they need it in a user-friendly and personalized experience.

Are you a passionate, service-minded professional looking for your next opportunity with international exposure?

We are continuously looking for Client Service Associates to join our Client Service team located at our HQ in Copenhagen . In this role you will take part in providing first-in-class client experience in an environment where digital engagement is ever changing. We are dealing with a great variety of clients from individuals to institutional. As our new Client Service Associate, you will be assisting clients with a broad array of queries ranging from trading to funding related questions.

Our Client Service team consists of 200+ employees spread across nine locations servicing all client types. The team's overall purpose is to drive the global distribution and services of products towards clients of Saxo across all entities throughout the world.

It´s important, that you are fluent both verbal and written, in at least two of below languages. Please indicate your language skills when applying.

- Danish
- English
- Czech

- Slovakian
- Polish

A few words from our Head of Client Service, Cæcilie Marie Sommer on the role in her team:

"*Working in Client Services is a great opportunity to learn about investments, build experience in the financial services industry and develop professional skills in communicating with all types of clients around the globe*".

Responsibilities:

As Client Service Associate in Saxo, you take pride in walking the extra mile to ensure that our clients' needs and requests are fulfilled and answered. However, there are no expectations for you to be able to answer all the questions from the day one. We will provide the needed onboarding and continuously train you to be able to independently assist the clients.

Becoming a part of Client Service, you act as an ambassador for Saxo and therefor it is essential that you always thrive to deliver a best-in-class client experience and leaving the clients on a positive note.

Your tasks will include:

- Advise and assist our clients on our wide product range across all asset classes
- Act as our client facing specialist with extensive knowledge of our industry leading trading platforms
- Ensure regulatory compliance through execution of global governance
- Always act in the best interest of our clients and Saxo
- Increase client digital interaction with Saxo

Your profile:

You have great communication skills with excellence in both conveying specialist knowledge as well as simple instructions. You are motivated by clear goals and thrive with having transparent performance indicators.

Moreover, we are looking for you who

- Has 1-2 years of experience in a client-facing role
- Preferably have an education related to service, finance, business or similar - or you are currently studying
- Have knowledge of the financial industry and products
- Fluent in English and one other language - written and verbal
- In our part-time roles you should be able to work min. 20 hours a week

Our hiring process:
Please note that while we are actively seeking qualified candidates and aim to engage in ongoing conversations with potential applicants, there may not be an immediate job opening. We value building connections with talented

individuals and believe in fostering relationships for both future and current opportunities.

Your application will be carefully reviewed, and we appreciate your understanding that our current hiring needs may not align with the timing of your application. We encourage you to submit your resume, and we look forward to the possibility of connecting with you.

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When you work at Saxo, you become a Saxonian and part of a purpose-driven organisation, where good ideas are always taken seriously, and where you can make a true impact. We are invested in your development, and you can expect a robust career from day one when you join Saxo – no matter which role you take on.

You will join 2,500 other ambitious colleagues across 15 countries and become part of an international organisation. Working in Saxo, you will get to meet colleagues from many different cultures and backgrounds, and you should know that we value diversity and inclusion and see it as a genuine source of strength to drive growth, foster innovation and position us for long-term success.

We encourage an open feedback culture and supportive team environments enabling employees to grow and fulfil their career aspirations.

When you bring passion, curiosity, drive and team spirit, your learning journey will be dynamic and your career opportunities in Saxo will be immense.

At Saxo we don't just offer a job – we offer an opportunity to invest in your future!

How to apply :

Click here to create an account and upload your resume and a short motivation. We look forward to getting to know you better!

Saxo Bank
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www.home.saxo

Ansøgningsfrist
Løbende jobsamtaler
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