

# Customer Relationship Officer



## Responsibilities

- Act as major contact point with customers to ensure smooth account operations
- Follow up enquiries, issues and requests from customers with accurate, timely and professional manner to ensure customer satisfaction
- Assist Customer Relationship Manager in forming client retention and sales strategies
- Solicit feedbacks from clients for ongoing product improvements
- Conduct product presentations and demonstrations for clients
- Liaise with both internal and external parties to organize marketing events

## Requirements

- Degree Holder or equivalent
- 2 years of Customer Service/Account Management experiences. Fresh graduate will also be considered.
- Exposure in brokerage or financial sector is preferred
- Good command of spoken and written Chinese and English, Putonghua will be an advantage
- Strong communication and presentation skills
- Self-motivated and work independently
- Good analytical and problem solving skills
- Good organizational skill and attention to details
- Able to work in a multi-task and fast pace environment
- Experience in HK and China Market Data Systems is a plus

## To Apply:

We offer attractive package including medical insurance scheme and good career prospects to the right candidate. Interested parties please send your application to [hr@infocast.com.hk](mailto:hr@infocast.com.hk)

For more Company information, please feel free to visit our website at [www.infocast.com.hk](http://www.infocast.com.hk) and [www.infocastFN.com](http://www.infocastFN.com).

All information received will be kept strictly confidential and only for employment-related purposes.