



Job Description Worksheet

Job Title: Korean Speaking Client Services Representative Date: Jan 26, 2012

Reports to: Manager of Client Services Department: Client Services

The statements requested below are intended to describe the general nature and level of work being performed by the employees assigned to this classification; they are not intended to be construed as an exhaustive list of all responsibilities.

POSITION SUMMARY:

This position will be responsible for end to end client support. The position will be responsible for client education, client trading support, platform troubleshooting, and product support. The candidate will be expected to work as a liaison to Operations, Global Sales and I.T. Tech support to ensure the resolution to all customer requests and issues in a timely fashion.

ESSENTIAL JOB FUNCTIONS:

- Native Korean speaker
- Resolving client inquiries via email and phone
- Work in a team oriented environment
- Client education
- Technical computer support
- Ability to work in a fast paced and interactive environment

KNOWLEDGE, SKILLS & ABILITIES:

Read & Write Fluent Native Korean. The candidate will be expected to learn the trading systems in order to handle technical questions with regard to trading as well as software support. Candidate will be expected to be familiar with customer account procedures to assist with client inquiries.

EDUCATION & EXPERIENCE:

College degree preferred. 2-3 years of financial services experience. Customer Service Experience preferred. Candidate should be willing to work in a customer focused environment that is fast paced and challenging.

Qualified candidates should submit their resumes to jobs@tradestation.com