



## Italian Speaking Compliance Team Leader

**Reference number:** 327614

**Number of Posts:** 1

### Job description

- Check and Analyze Morning Report (Approvals, Risk, Chat)
- Daily Team Meeting - motivational and update on the day before progress
- Weekly Basis - 1 on 1 meeting with all the agents (10 minutes appraisal)
- Coaching and Training the agents on Soft Skills and Customer Satisfaction
- Developing agents on a daily basis
- Listening to at least 1 conversation of each agent during the day and instructing what can be done better
- Report any Withdrawal Request without even trading to the respective Shift Manager and mitigate the number of times the client does not wish to continue
- Corresponding and maintaining a clear line of communication with Departments of other offices
- Providing at least 93.5% of approvals and 90% chat rate.

### Requirements

- Previous experience in customer service as a team leader
- Good English skills and fluent in Italian
- Basic knowledge in Compliance
- Team driven personality

### Any assistance with accommodation/relocation

Apartment one month paid

### Any other benefits

- Fixed pay and no bonus ceiling
- Relocation Package
- Paid flight ticket after three months
- The knowledge, education, tools and opportunities for a great career in the finance industry and other multiple sectors
- Medical insurance
- Lunch coupons voucher after three months of employment

### Salary

1000 Euros/month + bonuses

### How will the interviews be held

Skype or in person

### To apply

The closing date of the vacancy is the 20/12/2017 and all applications are to reach us by that date.

Candidates are to send a CV in English and quote the vacancy name and number (327614) in their email to be sent to: [eures.recruitment.jobsplus@gov.mt](mailto:eures.recruitment.jobsplus@gov.mt) CC [eures@regione.piemonte.it](mailto:eures@regione.piemonte.it)

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