

The logo for Giroxx, featuring the word "giroxx" in a white, lowercase, sans-serif font on an orange square background.

**Giroxx GmbH**

Member of the INTL FCStone Group

## **Client Services Analyst – (m/f/d)**

**Frankfurt am Main**

**Permanent employment**



INTL FCStone Ltd (“IFL”) is a wholly owned subsidiary of INTL FCStone Inc., a publicly traded company on NASDAQ (INTL). INTL FCStone, including its subsidiaries, provides clients across the globe with a comprehensive array of customised financial services and tools to help them protect their margins and manage volatility. A pioneer in specialised financial services, we open markets for clients underserved by other financial institutions with insight, guidance and transparency.

IFL’s customers include the producers, processors and end users of virtually every major traded commodity; commercial counter-parties; governmental, non-governmental and charitable organizations; institutional investors; brokers; professional traders; commercial banks; and major Investment banks.

IFL is an FCA authorised and regulated firm to provide trade execution, clearing and advisory services focusing primarily on the commodities and foreign exchange sectors. IFL is also registered as a payment services firm in support of its niche Global Payments business.

### **Job purpose**

This is a key role which connects the client with all teams within the Global Payments Business – Trading, Sales, Operations, IT as well as correspondent banking clients.

The candidate will assist the client services team with their day to day.

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### Primary Responsibilities:

- Work with all internal teams in the Global Payments Business to help provide clients with accurately and timely support.
- Provide Client Services day to day support, including managing the support queue and initial triage.
- Work with clients and internal teams to reduce the number of investigations and the investigation turnaround time where possible.
- Work with the global client services team to document and build the internal knowledge base.
- Work with the Global Head of Client Services to support proactive client management.
- Provide client demo and training on systems used by Global Payments Business
- Work with the Global Client Services team on projects and initiatives within the team.
- Travel for client visits and events when required
- This list of responsibilities may not be all-inclusive and can be expanded to include other duties or responsibilities as needed

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### Knowledge and Experience

- Previous client support experience is an advantage
- Understanding of the financial services industry

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### Qualifikation and Skills

- Proficiency in Microsoft Office products including Excel.
- Self-reliant and confident working within a small team with exposure to key business stakeholders.
- Strong attention to detail and accuracy.
- Excellent written and verbal communication skills.
- Excellent planning, organisational and time management skills.
- Communicating and coordinating work efforts with other employees and organisations.
- Excellent critical thinking/problem solving skills
- German and Dutch language proficiency.

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## Kontakt

Interest? Send your application documents to Klaus Hoffmann:

[jobs@giroxx.de](mailto:jobs@giroxx.de)    [www.giroxx.de](http://www.giroxx.de)    069 – 7167501-20

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## Location

### Giroxx GmbH

Solmsstraße 41, 60486 Frankfurt am Main, Germany

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## Department Head

### Global Head of Client Services

London