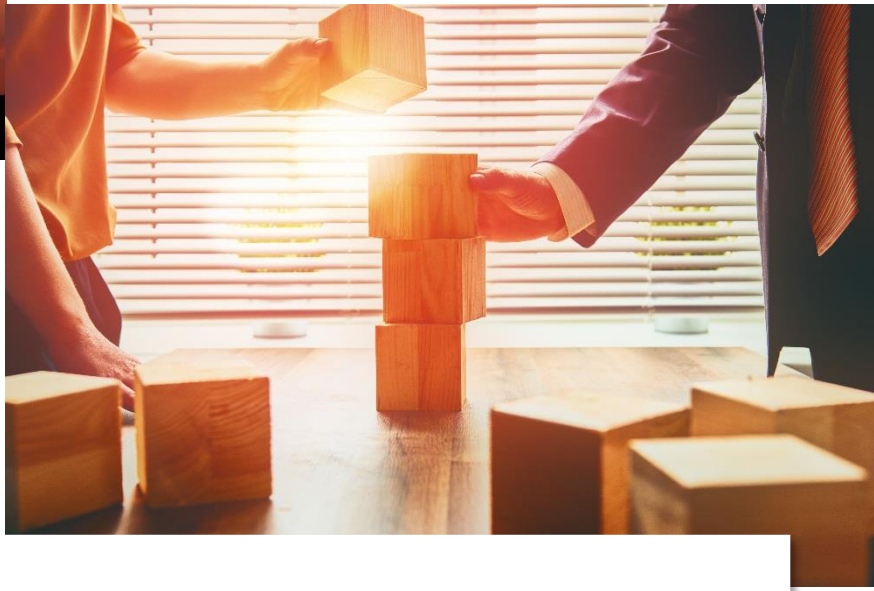




First Metro Securities
Brokerage Corporation

Metrobank Group



Customer Support Associate

Handle Clients by assisting customer inquiries, requests and complaints. Provide support to Sales Section.

Responsibilities:

- Provides timely and accurate assistance in resolving customer inquiries, requests and complaints through phone calls, emails, and face to face interactions
- Works closely with other units to resolve customer concerns
- Files and maintains all customer records
- Prepares MIS reports relating to CS or front-line functions
- Processes corporate actions such as IPOs, FOOs, Stock Rights offerings, and Tender Offer availments
- Assists sales team in account opening functions during events.
- Handles special projects from time to time.
- Complies with internal and external policies and regulations.

Qualifications:

- College graduate of a four-year business course preferably in Marketing, Economics, Financial Management or at least two years' related experience in customer service.
- Experience: : 1-3 years' experience in customer service is an advantage, must demonstrate previous success in effective people skills.