



About FCM Bank

FCM Bank Limited, established in 2010, is the fastest growing corporate bank in Malta. It is proud to offer simple and straightforward best-in-class products to its customers while providing the best customer service possible.

FCM Bank is committed to building a culture where all employees are valued, respected and opinions count. We take pride in providing a workplace that fosters continuous professional development and opportunities to grow within an inclusive and diverse environment.

We have recently opened the position of **ADMINISTRATIVE SUPPORT OFFICER** and are seeking a talented individual with a demonstrable record of accomplishment to join our dynamic team of professionals.

Responsibilities

- Answer customers' queries and provide a high level of customer service via phone, e-mails and messages at all times;
- Use an effective approach to handle telephone tasks like call transfers, taking messages and callbacks;
- Follow-up on customers' written requests and direct customers to the service they require;
- Assist with consumer and business online banking access;
- Scanning and filing various types of documents;
- Assist with account opening/ closing;
- Maintenance of reception area & meeting rooms;
- Ordering of supplies;
- Prepares ad hoc reports for management.

Required education, skills and experience

- have knowledge of banking fundamentals;
- be proficient with MS Office applications particularly Excel;
- have strong communication and telephone skills;
- be fluent in Maltese, English

How to Apply

If you are interested in being considered for this post, please send a covering letter and CV to vacancy@fcmbank.com.mt.