

Client Support Executive (Urdu-speaking | Remote)

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Company: Deriv

Location: Pakistan

Category: office-and-administrative-support

Deriv is an established online trading service provider owned and operated by the Deriv Group. Built upon 20 years of technological excellence and customer focus, we offer a platform with the largest variety of products and services, enabling effortless trading for millions of clients worldwide. Everyday, our people are doing incredible work to create a simple, reliable, and flexible online trading experience for our clients.

If you love innovating and doing extraordinary work, join us. Together, let's build the future of online trading.

The Role

Your role

As a Client Support Executive at Deriv, you and your team will be at the forefront of handling customer inquiries and concerns about our products. Your excellent communication skills and strong Deriv product knowledge will be put to the test as you work closely with other teams to help clients with their queries. This role will challenge you to continually develop your skills and expertise while also making a significant impact on the customer experience. If you are passionate about customer service and have a can-do attitude, don't hesitate to apply for this opportunity.

Your challenges

Resolve customer inquiries via live chat in a timely and professional manner.

Troubleshoot issues and provide solutions by working across teams to find the best

solutions for our customers.

Educate customers on Deriv products and services, communicate complex concepts to a diverse audience clearly, and encourage them via email and live chat to try new products and services.

Gather customer feedback and provide suggestions for improvement, with a focus on driving customer satisfaction and loyalty.

Process customer applications and KYC documentation according to relevant regulations and policies.

What we'll give you

Exciting work challenges

Collaborative and inspiring work environment

Career advancement opportunities

Competitive hourly-based salary

Training sessions and webinars to help you advance your career

Creative freedom

Ideal Profile

What you have

Good communication skills and a problem-solving approach

Positive, empathetic, and professional attitude

Willingness to work in rotating shifts, weekends, and public holidays

Fluency in spoken and written Urdu and English

What's good to have

A university degree in communications, IT, or any other relevant field

Experience working with customer service or support

Good understanding of financial products

What's on Offer?

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