

Phillip Capital Inc. Employment Opportunity in Chicago

VP of Customer Experience

Phillip Capital Inc., a self-clearing FCM and broker-dealer located in Chicago, seeks a VP of Customer Experience. The ideal candidate has a proven track record of success in enhancing the customer experience through innovative thinking and a customer first mindset.

Responsibilities

- Review all existing customer service processes, fill gaps, and eliminate inconsistencies.
- Collaborate across departments to anticipate client needs and create improved customer experiences.
- Introduce and modernize avenues of communication beyond phone and email.
- Manage resources to eliminate unnecessary interaction.
- Fulfill the potential of the existing ticketing system and champion its adoption within the firm.
- Mentor and train staff to high standards of performance and accountability.
- Cultivate a customer first approach within the firm, advocate for customers' needs, and develop practices that help other teams to prioritize them.
- Handle with absolute accuracy and focus customer disbursements (gathering of requests, validation and dissemination of information within the firm)
- Eventually assume a strategic role in a wider front office capacity, with interest and ability to participate and lead in business development initiatives (e.g. events, marketing, client presentations).

Qualifications

- Broker Dealer experience in a customer facing role highly preferred.
- Excellent communication skills; verbal and written communication are crucial requirements.
- Knowledge of online marketing and social media a plus.
- Experience working with multiple departments.
- Previous experience in the brokerage business desirable but not strictly necessary.
- Strong organizational skills with the ability to manage multiple tasks and prioritize.
- Ability to incorporate multiple viewpoints and resolve conflict.
- Absolute integrity, strong sense of ownership, detail oriented, solid communication skills, and ability to reflect upon and learn from mistakes.
- Series 7 required, or ability to pass SIE and Series 7 within 120 days of employment start.

Phillip Capital Inc. believes a long-term business is built on integrity and being responsive to customers. The Firm has an open floor plan designed to support teamwork, transparency, and open communication between employees at all levels.

Please submit a resume to careers@phillipcapital.com to be considered for this position with "VP Customer Experience" in the subject line. Phillip Capital Inc. will not consider candidates sent by recruiters for this position.

About Phillip Capital Inc. and the Phillip Capital Group

Phillip Capital Inc. is a growing SEC registered securities self-clearing broker-dealer and Futures Commission Merchant (FCM) firm based in Chicago. Phillip Capital Inc. has clearing memberships with CME Group, DME, ICE US, ICE EU, OCC, NFX, CFE, and DTCC. Find out more at www.phillipcapital.com and www.phillip.com.sg.