



ABOUT FCM BANK

FCM Bank Ltd, headquartered in Swatar, Malta, is a growing financial institution with an expanding presence in the Czech Republic and Germany. We provide lending solutions including working capital, real estate, project finance, and investment loans.

In addition, we offer deposit products for both individual and corporate clients. At FCM Bank, we focus on building long-term relationships, delivering reliable service, and supporting our clients with a genuine commitment to their success.

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

KEY RESPONSIBILITIES

- Greet customers with a professional, calm, and friendly manner
- Act as the first point of contact and direct clients to the appropriate department
- Manage the reception and waiting area, ensuring a smooth flow, order, and a clean, welcoming environment
- Answer incoming phone calls and route them appropriately
- Handle basic client inquiries (e.g. opening hours, required documentation, service availability)
- Verify appointments and notify relevant staff upon client arrival
- Check the mailbox daily and register incoming mail
- Maintain security awareness, including monitoring visitor access and reporting any suspicious behaviour
- Ensure the reception area is tidy and presentable at all times
- Have a basic understanding of the bank's products and services
- Prepare coffee and water for clients and meetings held in boardrooms

QUALIFICATIONS/REQUIREMENTS

- Previous experience in a receptionist, front-desk, or customer-facing role (preferably within a corporate or banking environment)
- Excellent interpersonal, communication, and customer service skills
- Professional appearance and positive attitude
- Ability to remain calm, organised, and discreet in a busy environment
- Good verbal communication skills in English (Maltese is considered an asset)



- Basic computer skills (email, calendar management, MS Office)
- Strong sense of responsibility

BENEFITS (in addition to the statutory employment conditions):

- Health insurance cover under the 'Private Hospital Scheme' and Dental Insurance cover;
- Staff home loans at beneficial rate - subject to successful probation;
- Training and Development budget;
- Company Events and Teambuildings;
- Discretionary annual Bonus based on individual KPIs and company results.

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