



Summer Customer Support Internship

We are offering the opportunity to join us for a summer internship for between 8 to 13 weeks between July and September 2024

Based in the City of London

Working 28 hours a week, Monday to Thursday

Salary £13.15 per hour

Applications close on Friday 12 April 2024

We are looking for a pro-active and enthusiastic individual to join CISI in Summer 2024.

You will be based at our City of London office, located in the 'Walkie Talkie' building at 20 Fenchurch Street, within easy walking distance of several mainline railway stations and close to Bank and Monument underground stations.

You will be:

- Dealing with enquiries and requests from customers, members and internal staff (e.g. by telephone or email). Ensuring they are addressed promptly, and that excellent customer service is provided. This includes providing information on CISI's exams, membership, and other products and services as required
- Processing orders from customers or training providers (e.g. exam bookings, membership applications, applications for Statements of Professional Standing). Ensuring they are processed accurately and in accordance with CISI policy and within agreed timescales
- Updating records to ensure the data we hold is accurate
- Assisting with the collection of membership fees

Skills and knowledge you will take away:

- A full week's 'classroom' style training to ensure you are well versed with CISI, and what we offer. There will also be more detailed training offered for the specific area of Operations you are assigned to, this will be one of three areas: ATPs, Reasonable Adjustments, or Exam delivery issue/complaints.
- Customer service skills, both verbal and written
- Problem solving
- Time management in a fast-paced environment.

We are looking for a candidate with the following skills and experience:

- A degree (or currently attending University 2nd or 3rd year)
- An interest in Financial Services

- Basic customer service skills
- A team player with a willingness to learn and an eagerness to commit to their projects.
- High ability to pay close attention to detail and creatively think outside of the box.
- Good verbal and written communication skills.
- Time management and organisation skills.

Training and support will be provided to help you develop your skills and you will be working with a team of friendly people.

Please email your CV with a covering email to

jobs@cisi.org

Applications without a covering email explaining why you are interested in interning at CISI, your earliest possible start date, and availability over the summer, will not be considered.

For more information on the CISI, please see our website at www.cisi.org

We value the contribution that employees with different views and experience bring to the Institute and are committed to promoting equality, inclusion and diversity. We hope to receive applications from a wide range of talented people irrespective of their race, religion or belief, gender, age, gender identity, neurodiversity, disability, sexual orientation, ethnic origin, political belief, social class, relationship status or caring responsibilities.

The Chartered Institute for Securities & Investment is the leading professional body for securities, investment, wealth and financial planning professionals. Formed in 1992 by London Stock Exchange practitioners, we have a global community, which aims to promote high standards of competence and integrity to more than 40,000 members in 116 countries. We are also the main examining body for the sector, offering our internationally recognised exams globally.

Its purpose is "[To champion lifelong learning and integrity, raising individual standards of knowledge, skills and behaviour globally to enhance public trust and confidence in financial services.](#)"

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