



Position: Customer Operations Representative - Nights and/or Weekends - Fluent English

Coinweb's advanced platform helps our customers to leverage the power of the blockchain. Our mission is to help companies bring the power and scalability of the blockchain to millions of customers in South East Asia. Our international co-founder team combines successful entrepreneurs with local expertise in digital finance and payments. The company is growing strongly and is well supported by international investors.

Our Bangkok regional hub provides critical support to international offices in London, Bangkok, Singapore, Kyiv and Barcelona.

An opportunity exists for an enthusiastic Customer Operations Representative to join our dynamic and fast-paced technology company. This function is specifically for nights and or weekends.

The candidate should be fluent in English. You will be the go-between liaising with our foreign customer base and in-house technology and operations team. The candidate should be comfortable multitasking and being able to take working cross-functionally with different business units. The ideal candidate will have previous experience in related fields.

Next to customer service you will also handle the Know Your Customer (KYC) documents using our Software solution.

Responsibilities

- Managing customer service queries
- Engage with cross-business teams to find solutions.
- Escalate to management if needed during night-time.
- Handle Know Your Customer (KYC requests)

Requirements

- Fluent in English, both written and spoken
- Ideally 1+ years of experience in a similar role
- Proficiency with Microsoft Office/Google Docs
- Strong communication skills

Remuneration

- Subject to experience and qualifications
- Performance-related bonuses

Contact

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