

Customer Support Specialist (100% Remote Latam)

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Company: Bitfinex

Location: Caracas

Category: other-general

How We Work

We're on a mission to create the most innovative and industry-leading cryptocurrencies exchange.

Our team is globally distributed, so clear communication is critical. We are in constant contact as we hustle to develop, support, and deliver the best platform possible for our users. If you get excited about being in an industry that is breaking new ground and have a disposition of confidence towards challenging technical feats, we want to talk to you.

We're currently looking for a Customer Support Specialist to join our team. The position is remote and available to anyone self-driven, and with the experience and capacity to contribute to our vision.

Key responsibilities

Effectively handles inquiries and requests from corporate and professional traders

Continuously upgrade skill sets

Lead by example to demonstrate full ownership of outstanding customer service

Contribute to the positive customer support culture through active participation and support of the Bitfinex vision, initiatives, and objectives

Cross-team interactions

You must be able to work independently with minimum supervision, flexible as to working arrangements and hours, and confident in making decisions in accordance with Bitfinex's practice.

Experience and a deep interest in working with Finance, Mathematics or Statistics

Good understanding of trading and derivatives markets

Strong analytical ability

Experience in customer relations, ability to handle requests and inquiries is essential

Excellent communication skills in English

Passionate about cryptocurrency and blockchain world

Detail-oriented

Security and privacy focus

Familiar with Office Suites (especially Excel)

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