

Senior Customer Success Specialist

Description

BitPay is building blockchain payment technology that is transforming how businesses and people send, receive, and store money. We are the leading crypto merchant processor globally and are looking for a talented Senior Customer Success Specialist to join us! We are seeking a highly motivated Senior Customer Success Specialist who will work on a small support team with a focus on monitoring and answering technical inquiries from clients. This remote role is responsible for learning a broad spectrum of knowledge of all the BitPay product offerings, and answering Tier-1 and Tier-2 issues. The ideal candidate is a good problem solver, someone who is self-sufficient and good at researching solutions, an effective communicator in both written and spoken English, and someone who enjoys learning new things and working in an open, fast-paced environment. Job Description: Learn all areas of the BitPay product offering in order to be able to provide intermediate-level support to customers and internal partners. Ensure customers are provided with prompt, courteous, and accurate service in all areas of their cryptocurrency payment processing, prepaid card, payouts, and wallet needs. Escalate issues as needed to our product and development teams. Provide support on escalated issues from other Customer Success Team specialists. Build and maintain relationships with customers through efficient handling of issues. Monitor a high-volume support queue and solve support tickets meeting or exceeding the established productivity metrics. Handle other customer-facing work as assigned, such as processing customer identification documents or authoring support documentation. Other duties as assigned. Requirements: 5+ years of technical or financial services customer support experience, SaaS environment preferred. Degree in Information Systems/Business-related field or equivalent work experience. A passion for delivering an exceptional customer experience. Excellent verbal and written communication skills in English. Excellent analytical, critical thinking, problem solving, and time management skills. Familiarity with IT tools and programming languages (Unix-based or equivalent command line experience) and with Zendesk is a plus! Experience working at crypto or fintech company is highly desirable. Must enjoy working through complex issues and finding permanent solutions to eliminate future problems. Willingness to dig in and figure things out. What We Offer: Collaborate with a team of intelligent, enthusiastic individuals. Thrive in a rapidly expanding crypto company with global reach, where your contributions make a tangible impact. Work remote with a generous vacation policy, including the opportunity to take a sabbatical and select your own holidays. Access to continuous learning and development opportunities, supported by professional development reimbursement. Competitive salary package with comprehensive benefits, including fully covered medical and dental plans. We also offer telemedicine, life insurance, disability insurance, vision coverage, 401k, travel assistance, and more. Option to receive payment in cryptocurrency, along with a crypto match program. Stock option awards available to all employees. Home office allowance, reimbursement for internet/cell expenses, complimentary Amazon Prime and Spotify subscriptions. Please mention the word **CLEARER** and tag RMzQuMTQ1LjE1My4xMjA= when applying to show you read the job post completely (#RMzQuMTQ1LjE1My4xMjA=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)

Hiring organization

BitPay

Job Location

Worldwide

Base Salary

\$ 75000 - \$ 150000

Date posted

April 26, 2024

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