

Customer Support Compliance Supervisor

Description

About UsOpen Loot is pioneering the web3 gaming industry by creating a seamless platform for player-owned economies. Our comprehensive marketplace enables sales, auctions, and rentals, all designed to enhance community engagement and simplify digital ownership. Committed to empowering developers and engaging gamers, Open Loot is setting the standard for the future of gaming through collaboration and accessible technology.

Customer Support Compliance Supervisor

As the Customer Support Compliance Supervisor, you will ensure that all customer service operations comply with legal regulations, company policies, and industry standards. Your oversight will include areas such as KYC procedures, 2FA resets, management of email address modifications, account suspensions, and user offboarding. This role demands effective collaboration with the legal team, fraud and payment departments, and customer service agents to ensure the integrity of customer interactions and transactions.

Responsibilities:

- Oversee all aspects of compliance such as KYC, 2FA resets, email updates, and account suspensions.
- Ensure all customer service operations adhere to legal and company policies.
- Supervise a team of senior customer service agents, providing guidance and support for compliance-related issues.
- Promote a culture of compliance awareness and accountability.
- Work closely with the Risk and Payment Departments to stay updated on regulatory changes, address fraud concerns, and mitigate risks effectively.
- Maintain detailed records of compliance processes and resolutions.
- Regularly assess and enhance compliance practices, implementing best practices for continuous improvement.
- Regularly provide comprehensive reports and updates on compliance performance and issues to management and key stakeholders.
- Ensure that all compliance-related issues are resolved within the stipulated time frames according to SLAs, pushing for efficiency and timely resolutions.

Requirements:

- Proven experience in a compliance-related role or strong evidence of analytical and problem-solving capabilities, preferably in a B2C environment.
- Strong problem-solving skills with the ability to analyze complex issues and propose effective solutions.
- Exceptional attention to detail and accuracy, especially when handling sensitive user information.
- Excellent communication and interpersonal skills, with the ability to collaborate across teams.
- Self-motivated and independent, with a proactive approach to compliance management.
- Full-time availability with the flexibility to adapt to changing priorities and deadlines.

Desirable:

- Familiarity with legal regulations, particularly in the crypto industry.
- Bachelor's degree in business, law, finance, or a related field.
- Leadership experience, with the ability to lead and motivate a team towards common goals.
- Knowledge of Zendesk and Jira ticketing systems.

What We Offer:

- Fully remote work, with a yearly company offsite.
- Experience working with gaming veterans who have created titles with a gross aggregate revenue of over \$10B USD.
- Unlimited PTO with holidays + local national holidays, per region.
- Experience creating a new IP with franchise potential.

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Contacts

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

Hiring organization

Big Time

Job Location

Remote

Base Salary

\$ 60000 - \$ 150000

Date posted

April 27, 2024

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