

# Customer Service Agent

## Description

Company Description Company Description Trust Wallet is the world's most inclusive, chain-agnostic, self-custody wallet that serves tens of millions users globally. Trust Wallet provides a secure, seamless and intuitive gateway to the crypto and NFT ecosystems. Our users are able to send, receive, stake, mint and store across 4.5+ million cryptocurrencies on 66+ blockchains, including Ethereum, BSC, Polygon, Solana, Avalanche, etc. Our developer community of different projects relies on us to reach millions of their users, build their own wallets, and grow crypto adoption. Job Description You will handle all inbound inquiries received, and outbound communication is established in the form of chats, emails, and calls. Independently provide accurate information to resolve problems/issues that arise. Continuously educate oneself with up-to-date and relevant information to support the customer service operations. You will escalate issues to your team leader, managers, and other departments as required. Adhere to the Quality Assurance standards set. Adhere to and comply with the schedule set by the Team Leader. Assist in the preparation of other processes as and when assigned/required by the Team Leader. Display good team working attitude and behavior within the team and other departments in the company. Assist in projects aimed at achieving team objectives such as implementing ticket deflection strategies, analyzing data/trends to drive defect reduction etc. Qualifications 2-3 years experience in frontline customer support, preferably in the financial or service industry. Have the passion and willingness to go above and beyond to solve complex problems while delivering an outstanding customer experience. Both adaptable and resilient, able to operate in a quickly changing environment. Excellent verbal and written professional English and your respective native language skills. Great at multitasking, prioritizing, and managing time effectively. Knowledge or interest in blockchain/digital assets/fin-tech industry. Ability to work on flexible working hours and shifts (including night shifts, weekends, and Public Holidays). You must have the right to work for the country you are based. Additional Information Why work at Trust Wallet? Be a part of the world's leading blockchain ecosystem that continues to grow and offers excellent career development opportunities. Work alongside diverse, world-class talent, in an environment where learning and growth opportunities are endless. Tackle fast-paced, challenging and unique projects. Work in a truly global organization, with international teams and a flat organizational structure. Enjoy competitive salary and benefits. Balance life and work with flexible working hours and casual work attire. Apply today to join our team in building the world's most trusted and secure crypto wallet and enable a decentralized future for everyone. Trust Wallet is committed to being an equal opportunity employer. We believe that having a diverse workforce is fundamental to our success. By submitting a job application, you confirm that you have read and agree to our Candidate Privacy Notice. Please mention the word \*\*COMPASSIONATE\*\* and tag RMjYwMDoxOTAwOjlwMDA6OTM6OjE6ZDAw when applying to show you read the job post completely (#RMjYwMDoxOTAwOjlwMDA6OTM6OjE6ZDAw). 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

Trust Wallet

## Job Location

Global, OTHER

## Base Salary

\$ 90000 - \$ 150000

## Date posted

April 30, 2024

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