

Customer Experience Representative Derivatives

Description

About the team + role Robinhood is seeking experienced CX professionals with a passion for derivative products (futures, options on futures, forex, etc.) to join the Advanced Services team. This team will support customers including power customers on complex topics including margin, options and futures. Robinhood Derivatives, LLC is a new Robinhood subsidiary looking to provide a best-in-class futures product, and later options on futures, forex, and futures across multiple account types. If selected for this role, you will help shape the brand of this exciting new product suite, and have an opportunity to support customers as they employ sophisticated investment strategies to deliver on their unique investment objectives. It is preferred that this role is located in one of the office locations listed on this job description which will align with our in-office working environment. This position is only eligible for remote work in limited geographies within the US where we do not have physical office locations. Please connect with your recruiter for more information regarding our in-office philosophy and expectations. Available Shifts Sunday - Thursday 10:00pm-7:00am CT Tuesday - Saturday 10:00pm-7:00am CT What you'll do Leverage deep product- and subject-matter expertise to resolve customer issues and questions involving options, margin and futures outrights. Later this may expand to other derivative products such as options on futures and forex. Uncover potential customer or firm risk and ability to communicate that to customers in an articulate manner. Utilize our internal tools, including but not limited to: Salesforce and Twilio, to respond to customers in all areas of Options, Futures, and Margin. Leverage knowledge of our Robinhood app, web and futures products in order to assist customers as they navigate our exciting new products and require clear explanations to often technical inquiries. Utilize brokerage acumen and risk management understanding in order to place closing trades for customers when necessary. Research current/future market events and be able to communicate and discuss with customers from a theoretical perspective without providing investment advice. What you bring Active FINRA Series 7, 63, and NFA Series 3 required Bachelor's degree, plus if in finance Minimum 2 years in professional trade desk experience Demonstrated results supporting customers in advanced services Ability to break down positions in futures and options Assess risk and how to mitigate when needed Excellent interpersonal skills and communication skills Ability to make excellent quick decisions under pressure Ability to communicate effectively and de-escalate situations Demonstrates subject matter expertise in complex financial services topics including options, margin, and futures Ability to concisely and accurately communicate complex topics to our customers Schedule flexibility as we evolve to meet the growing demands of our business and customers (working across multiple time zones) What we offer Market competitive and pay equity-focused compensation structure 100% paid health insurance for employees with 90% coverage for dependents Annual lifestyle wallet for personal wellness, learning and development, and more! Lifetime maximum benefit for family forming and fertility benefits Dedicated mental health support for employees and eligible dependents Generous time away including company holidays, paid time off, sick time, parental leave, and more! Lively office environment with catered meals, fully stocked kitchens, and geo-specific commuter benefits Please mention the word ****LUCKIER**** and tag `RMzQuMTUwLjE4OC4xMA==` when applying to show you read the job post completely (`#RMzQuMTUwLjE4OC4xMA==`). 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

Hiring organization

Robinhood

Job Location

Chicago, Illinois, United States

Base Salary

\$ 20000 - \$ 50000

Date posted

May 2, 2024

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