

Client Services Specialist

Description

About the Position Our Client Services Specialists (CSSs) serve as the primary point of contact for customers. They are SFOX's voice to the client and provide the connection between our Sales, Compliance, and Operations teams. Our CSSs possess a "second-to-none" work ethic and an upbeat, positive and passionate attitude about customer service. By responding promptly to client requests, and possessing an acute awareness that allows them to anticipate the client's needs and exceed expectations, our Customer Success is critical to the success of helping maintain SFOX's exemplary customer brand. What You'll Do Above all else, provide a best-in-class customer service experience over the phone and through various communication tools responding to client requests and anticipating unstated needs Through demonstrated effective listening, can analyze customer problems and provide information and solutions in a timely and efficient manner Communicate with customers directly over the phone or email to identify potential fraud Thoroughly account information as part of client onboarding Work efficiently and effectively, both as a team and independently, documenting request outcomes for accurate tracking and analysis Develop and maintain positive customer relations and coordinates with other departments within the company to ensure customer requests and questions are handled appropriately and in a timely manner Utilizes appropriate resource materials to effectively and accurately interpret respond and resolve customer inquiries and problems Employs strong interpersonal skills to handle difficult calls courteously and professionally Qualifications 2+ years of experience providing customer service through phone, email, and chat Ability to handle time sensitive client inquiries with a sense of urgency and care Exceptional oral and written communication skills Ability to communicate and collaborate with cross-functional teams Strong organizational and problem solving skills Not Required, but Nice to Have Strong knowledge of Excel Knowledge or experience with AML compliance regulations Experience in a trading firm, payment processing, bitcoin / crypto currency is a plus Please mention the word ****SPARKLING**** and tag RMy43OS4yNTUuMTM5 when applying to show you read the job post completely (#RMy43OS4yNTUuMTM5). 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

Hiring organization

SFOX

Job Location

Kingston, Saint Andrew, Jamaica

Base Salary

\$ 90000 - \$ 180000

Date posted

May 23, 2024

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