

## Customer Success Graduate Trainee

### Description

Only candidates based in or near Gibraltar will be considered. Our Graduate Programme runs for a period of 12 months giving successful graduates the opportunity to become a full time Xapien once the programme has concluded. This role would therefore be a 12 month contract. Our Graduate Programme We are searching for individuals at the start of their working life looking to propel their careers and make an impact in the Fintech, Banking, and Blockchain space. As part of our innovative business, you'll embark on a journey of professional growth, tackling real-world challenges, and shaping the future of Banking. From collaborating with top-tier professionals in this industry to leveraging cutting-edge technologies, this role promises a thrilling adventure filled with learning, creativity, and endless possibilities. We are committed to helping you unleash your potential and carve out a path to success, are you ready to take on this challenge? Position overview Graduate Trainee supporting the HQ Support Manager, who serves as the face of Xapo Bank at our Gibraltar Global Branch, the first and only Xapo Bank branch in the world. Based at our HQ in Gibraltar, the main responsibility of this role will be to assist the HQ Support Manager by performing the following related to; Daily customer-facing banking operations Xapo Bank team-onsite visits Events VIP visits Facilities management. This role will report to the HQ Support Manager, support Xapo's business development efforts with clients, and lead in providing exceptional client support that begins with the initial contact with them when they attend the HQ, and continues throughout the client relationship. This role will also assist the HQ Support Manager's role as the facilities manager, ensuring the efficient and effective running of the Global Branch. Responsibilities HQ Operations Liaising with Suppliers – Maintaining good working relationships for best service. Maintaining canteen, bar, and wine cellar stock levels Maintaining stationery levels Processing Supplier Invoices New vendor onboarding Invoice submission, follow up, and filing Requesting cleaning supplies from our 3rd party cleaning service provider Monitoring the cleaner's efficiency and effectiveness Liaising with Maintenance Team on any repairs required Upgrades of household/office hardware items where needed Onsites Manage the HQ Onsite Calendar Confirm attendees with Team Lead Assist with Xapien's Visa applications by providing copies of letters/evidence requested during travel visa processing. Block-book rooms at Sunborn Liaise with Team-Lead on the weeks agenda and required events (i.e. special stationary requirements; etc) Book events (Team building, i.e. E-Bike tours, etc) Plan and book catering (lunch and dinner) Send group email with: Local information – weather, power points, currency etc. Link to Health & Safety/dietary requirements form Check stock levels (soft drinks, wine, beer, snacks, masks & basic toiletries) and buy/order where necessary. Welcome-wagon for Xapiens Attend post-work events Events Assist the HQ Support Manager in; planning, organising, and delivering events VIP visits Assist the HQ Support Manager in; planning, organising, and Entertaining VIP visits Ad Hoc Task Assist the HQ Support Manager with any unplanned tasks arising from normal day-to-day operations. Skills needed Exceptional communication skills, both verbal and written Exceptional interpersonal skills and networking ability Demonstrate a strong command for both English and Spanish languages Ability to translate complex/technical issues into easy to understand language for clients Strong attention to detail and analytical skills Empathy and a passion for delivering excellent service to clients Driven, self-motivated, collaborative and highly flexible team player approach Self-learner, and an avid problem-solver Knowledge of Bitcoin and Fiat currency payment rails Well versed in local and regional knowledge Other requirements Alignment with Our Values and the Xapo Values-Driven Leadership principles. Reside in (or near) Gibraltar as this role would require you to

### Hiring organization

Xapo Bank

### Job Location

Gibraltar, Gibraltar

### Base Salary

\$ 60000 - \$ 90000

### Date posted

May 31, 2024

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work in the branch. Please mention the word **\*\*RIGHTFUL\*\*** and tag **RMzQuODYuMTYzLjE1Mg==** when applying to show you read the job post completely (**#RMzQuODYuMTYzLjE1Mg==**). 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