



## CUSTOMER SUPPORT OFFICER

We are looking for a Customer Support Officer. Are you ready for your next step?

Become an integral part of Australia's next billion-dollar success story by collaborating within a team of innovators, with a focus on providing high quality service to our customers.

With our focus on putting our people first, you will become a major contributing factor to the company's growth and customer support milestones

### Your Role:

Swyftx are in search for a keen Customer Support Officer to join the team who has an energetic, meticulous, and passionate mindset about providing an excellent customer experience. You will be working directly with the founding partners and development team and will reliably and promptly help, educate, and build relationships with Swyftx customers above and beyond expectations via live chat, and telephone communication channels.

Day to day tasks will include:

Manning the live chat, making calls to customers, verifying compliance documents, building customer support articles, providing feedback from customers to the development team and troubleshooting customer queries and bug reports.

- Handling incoming customer enquiries in a quick and timely manner;
- Following up on incomplete registrations whilst also keeping new customers engaged and active on our platform;
- Pro-actively communicating with customers to help them succeed with Swyftx;
- Performing compliance checks and calls (training and certification provided); and
- Communicating with the development team on feature requests, feedback & product improvement.

### This is you:

- 1+ years of full-time experience in a customer service focussed environment
- Excellent written and verbal communication skills
- Have a keen interest and basic understanding of Crypto currency and the future of the technology
- Possess a good understanding of cloud-based software
- Solid time management skills in a project / team environment
- Typing Speed of 50+ WPM
- Show excellent phone manner with outstanding interpersonal and customer service skills

Ideally, we are after a crypto enthusiast who is ready to hit the ground running, however we are happy to accept applicants without prior knowledge who are fast learners.

### On Offer:

**Role:** Customer Support Officer

**Salary:** \$45,000 - \$55,000 gross salary + Super (based on experience)

**Location:** Milton, Brisbane, QLD - Close to all public transport

### Benefits:

- Compliance certification AML
- Fortnightly pay
- Learning & Development budget
- Career growth



You will be working amongst a team of innovators, industry disruptors and caffeine consumers (duh!). The open plan office based in Milton creates a relaxed and supportive environment, that is filled with engaging group activities, motivating music, and likeminded people. For more about what's on offer check out <https://swyftx.com.au/careers/>.

**Who are we?**

Swyftx is rapidly building a name for itself as Australia's most feature rich and best priced digital currency exchange. The vision is for Swyftx to be the only place crypto traders and investors alike need to go to get anything and everything they need. The company was bootstrapped over 18 months by its two founders and has successfully established itself in the Australian market, with goals set on being the largest crypto currency trading platform in Australia. Check us out! <https://swyftx.com.au/>

Interested? **'Apply Now'** or send your resume and cover letter to Natasha from our People and Culture Team, at [jobs@swyftx.com.au](mailto:jobs@swyftx.com.au). Got any questions? Natasha can be reached on 0403 458 412.

*You will have the rights to legally work in Australia. Background security checks may be conducted on potential candidates prior to employment. Sponsorship options are not available for this role.*