

## Community Engagement Manager

### Overview:

At Coinme, our goal is to improve the financial lives for everyone by providing easy and ubiquitous access to consumer financial services built on blockchain technology. In order to accomplish this, Coinme is building out the world's largest physical cash onramp to cryptocurrencies, a mobile-first digital bank-like experience as well as provide Decentralized Finance (DeFi) services on a digital wallet. We envision a world where people will store, trade, and pay with their money on Coinme.

To support this mission, we are looking for a Community Engagement Manager ready to dive into the conversation with Coinme users. The position should have experience operating social media channels, support channels, and other online outlets where our users are active. Candidates should be able to independently assess and process any incoming communication from our user base based on a set of company guidelines. Coinme is looking for an individual with a passion for helping and a desire to educate as we guide them through their very first cryptocurrency experience. You will be the driving force behind Coinme's community relations and will hold Coinme's brand true to our pillar, *a human touch in a digital world*.

If you have this background and a desire to work closely with a talented team driving user success and satisfaction, then we would love to hear from you.

This is a rare opportunity to join a company at the start of a rapid growth phase with a category-creating product that will significantly impact the financial services industry and transform the lives for millions of people around the world.

### Responsibilities:

- Lead the design and execution of our community engagement efforts
- Identify topics which resonate with our user base and develop engaging communication based on those experiences
- Ongoing observation and management of all Coinme social and online activity
- Timely response to user questions, comments, and concerns wherever they may be found
- Build a relationship with Coinme's user base and turn them into ambassadors of the brand
- Execute tactical community moderation and ensure a safe online experience for our users
- Forward relevant customer inquiries to Customer Support team
- Manage online review solicitation campaigns and support optimization
- Help to strategize with marketing team on best practices for customer retention
- Work in concert with the Coinme Marketing and Customer Support teams

- Analyze and report on social chatter, sentiment insights, and community engagements
- Assist the marketing team with other user-focused growth channels

**Requirements:**

- Minimum of 3 years managing large and engaging social channels
- Experience with end-user communication and using community tools
- Basic level of cryptocurrency knowledge
- Excellent written communication skills
- Exceptional interpersonal skills and a passion for helping people
- Possess a keen sense of how to drive quality conversation and engagement
- Ability to succeed in a fast-paced startup environment

**About Coinme**

Coinme is a leading cryptocurrency exchange that is dedicated to helping the world gain access to cryptocurrencies. In 2014, Coinme became the first state-licensed bitcoin ATM company in the U.S. and now, through a partnership with Coinstar, operates the largest bitcoin kiosk network in the world. The company's vertically-integrated network of cryptocurrency kiosks, digital wallet, and private client services provide customers an easy, secure, and efficient way to trade, store, and transfer cryptocurrencies.

**Compensation & Benefits**

- Competitive base pay with stock options and annual bonus
- Option to participate in company-matched 401(k) plan
- Company sponsored comprehensive health benefits package including health, dental, vision, life, and more
- Generous paid time off
- Paid parental leave

**Location**

Due to COVID-19, this full-time opportunity will initially be remote. Following the pandemic, this position will be based at our headquarters at the Columbia Tower in the heart of downtown Seattle, WA.

*Coinme is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.*

