

KB Customer Support Technical Writer – Contract Position

Job Title: KP Technical Writer

Reporting to the Operations Analyst

Coinme is revolutionizing the financial industry by providing accessible and ubiquitous consumer financial services built on blockchain technology. We believe that decentralization in finance through digital assets can transform the world by giving the power (and earnings) back to individuals. To accomplish this, Coinme is building out the world's largest cash onramp to cryptocurrencies and simple access to web3 services via our digital wallet. We envision a world where people will store, trade, and pay with their money on Coinme.

At Coinme, we're large enough to make a difference but small enough for your voice to have an impact. We are an organization where every person matters. You are part of the success of our business and that of our customers regardless of where you sit in our organization- a human touch in a digital world. At Coinme, we hire to support your growth and ours because "Together, We RISE."

Position Overview:

We seek a highly skilled and detail-oriented Technical Writer to join our team. The Technical Writer will be crucial in creating and maintaining knowledge-based articles and technical documentation for external customers. The ideal candidate will have exceptional writing and workflow skills and the ability to translate complex technical information into clear and concise documentation.

Responsibilities

- Serve as the primary point of contact for drafting new internal and external product documentation.
- Expediently research, write, and edit public-facing knowledge base content that encourages customer self-service and inspires customer engagement by building trust in the Coinme experience and cryptocurrency.
- Work with the Operations Analyst to keep updated with rapidly expanding product features and understand documentation needs and requirements to support Customer Support excellence.
- Work with the Marketing and Communications team to maintain a unified company voice.
- Develop a deep understanding of Coinme products and features to translate complex product information into simple, polished, and engaging content and related internal support documentation.
- Manage the end-to-end content creation process, from drafting and editing to publishing on relevant platforms.
- Edit and proofread content to align with the company's voice, style, and messaging standards.
- Translate complex technical information and requirements into easily digestible material for customers and Operations personnel ranging from low-tech to high-tech experience.
- Research, create, and maintain knowledge base templates that adhere to organizational standards and align with Coinme's mission.

Requirements

- Bachelor's degree, Technical Writing Certification, or equivalent practical experience
- 2+ years of relevant industry experience - with a background in technical writing for customers
- 2+ years of writing customer-facing KB content
- Excellent communication, presentation, and analytical skills
- Ability to communicate complex concepts clearly and persuasively across various audiences
- Working knowledge of multiple documentation tools (e.g., JIRA, Confluence, Visio).
- Efficiency and effectiveness in a fast-paced, constantly evolving environment while collaborating across Support, Product, and Marketing organizations to define, manage, and prioritize tasks and produce needed work products.
- Ability to research and organize requirements concisely, working methodically to meet deadlines
- Proven track record of prioritizing and contributing to multiple projects simultaneously while ensuring technical accuracy and fact-checking, adherence to documentation standards, and timely delivery of all work products
- Ability to deftly manage feedback and edits from partners across the company: peers, subject matter experts, Marketing, and Compliance teams

Nice to have

- Spanish language literacy.
- Enthusiasm for financial innovation and passion for the cryptocurrency industry.

Terms

- Pay Range: \$30 - \$38
- 40 hours a week
- Contract 6 months - year

To apply for this position:

Learn more about our mission, vision, and culture at <https://coinme.com/careers>

Please send your resume to **careers@coinme.com**.

Coinme is an Equal Opportunity/Affirmative Action employer. Coinme is committed to promoting a diverse, inclusive, and inventive environment with the best employees. Our mission and values guide us as we work to ensure that everyone has the opportunity to contribute to their fullest potential. We consider all qualified applicants without regard to ethnicity, race, color, ancestry, national origin, religion, creed, sex, gender, gender expression or identity, genetic information, age, physical or invisible disability, family or medical care leave, veteran status, sexual orientation, political affiliation, or any other protected status in accordance with applicable laws, regulation, and ordinances.

Coinme is also committed to providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation because of a disability for any part of the employment process, please hr@coinme.com, and let us know the nature of your request and your contact information.