Job Title: Customer Support Manager
Reporting to the SVP of Operations and Business Development

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 physical cash onramp to cryptocurrencies and easy 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:
As a Customer Support Manager at Coinme, you will lead a team of customer-focused professionals, ensuring every interaction with our customers reflects our commitment to exceptional service. This role is your chance to be part of a dynamic, fast-growing environment redefining the financial landscape.

What you'll be working on:

- Oversee and optimize Coinme's Customer Support team of Leads, Specialists, Representatives, and Contractors, ensuring the delivery of exceptional customer service
- Set and meet key performance indicators (KPIs) such as customer satisfaction, customer ratings, accuracy, SLA response time, and resolution time targets for the department and each team member
- Collaborate cross-functionally with Compliance, Engineering, and Product to deliver increased efficiency and process improvements
- Partner and collaborate cross-functionally with other internal departments to improve processes, transaction flows, and customer communications
- Manage and develop CS team members, providing clear direction, setting objectives, and fostering a data-driven mindset
- Define prioritization for the CS team, allowing the team to focus on tasks that best align with the goals of the organization
- Monitor reporting dashboards and regularly deliver data insights on KPIs along with suggested improvement plans
- Continuously analyze and benchmark Coinme's Customer Support operations against industry leaders
- Oversee the implementation of AI tools to amplify agent capabilities and increase customer satisfaction
- Identify automation opportunities, enhance platform efficiency, and track service requests to provide valuable insights to product teams
- Handle customer escalations with expertise, identify support issue trends, and drive strategic initiatives for continuous improvement
- Design, build, and train CS agents on new CS workflows
- Manage team resources in support of internal projects

What we're looking for:

- 3+ years experience as a customer service manager or another similar role at a fintech, financial institution, or a crypto wallet/exchange
- 5+ years experience in customer support roles
- Expertise in customer support CRMs with ticket management, tracking, quality assurance, dashboarding, and reporting
- Experience with chatbots and AI tools for CS
- Strong understanding of data comprehension, analysis, and presentation
- Ability to effectively prioritize multiple priorities based on organizational requirements
- Strong interpersonal and communication abilities for internal and external stakeholders.
- Proficiency in Slack, G-Suite (Gmail, Docs, Sheets, Slides), and similar productivity tools
- Passion for technology, financial innovation, and delivering outstanding customer support

Not required, but nice to have:

- Crypto customer support experience
- Extensive expertise with Intercom
- Knowledge of Bitcoin and other cryptocurrencies.
- Personal interest in Bitcoin or other crypto assets.

Compensation and Benefits:
- Competitive salary range of $75,000 - $90,000
- 100% Remote - work from the comfort of your home
- Comprehensive health benefits package including options for 100% company-paid health, dental, vision, and life
- A diverse offering of supplemental insurance
- Generous Time Off, Parental Leave, & Paid Volunteer Hours
- Paid Holidays
- Stock Options
- Great people!

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

Location:
This opportunity is for a full-time remote position for candidates residing in the United States of America.

Travel
Coinme is fully remote, and this position may require periodic travel

To apply for this position:
Learn more about our mission, vision, and culture at https://coinme.com/careers/
Please apply via LinkedIn HERE
*A cover letter is optional

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.

Did you read the requirements as a checklist and not tick each box? Don't rule yourself out! If this role resonates with you, we want you to apply. Don't see the right opportunity? Email your resume to careers@coinme.com, and we'll review your resume for future opportunities.

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