

Vacancy for a Customer Support Associate – Remote Role

POSITION: Customer Support Associate

LOCATION: Remote

SALARY: ₦150,000 – ₦180,000

Job Description

We are a leading client-facing business in the cryptocurrency and blockchain industry. We are committed to delivering exceptional customer service, ensuring our users receive high-quality support, fast response times, and accurate information.

As we continue to grow, we are looking for a dedicated and skilled **Customer Support Associate** to join our team and help us maintain our reputation for excellence.

Key Responsibilities

- Handle high volumes of customer inquiries via live chat, phone calls, and ticketing systems.
- Address customer queries, complaints, and identification approval processes efficiently and professionally.
- Manage compliance-related matters and ensure adherence to company policies and procedures.
- Identify and evaluate customer needs to deliver personalized solutions and ensure satisfaction.
- Provide accurate, valid, and comprehensive information to customers.
- Resolve customer complaints by offering appropriate solutions within defined time limits and following up to ensure resolution.
- Follow communication protocols, guidelines, and policies to maintain consistency and quality.
- Go the extra mile to engage customers and build lasting

relationships.

Requirements

- **1+ years of proven experience** in a customer-facing role or as a customer service representative.
- Strong IT proficiency and the ability to handle technical queries related to cryptocurrency and blockchain.
- Exceptional **written and verbal communication skills** in English.
- Strong listening skills and the ability to empathise with customers.
- Ability to multitask, prioritise tasks, and manage time effectively in a fast-paced environment.
- Knowledge of the **cryptocurrency/blockchain industry** is a **strong advantage**.
- Multi-lingual capabilities are a **plus**.
- Willingness to work weekends, irregular hours, and night shifts as required.

Key Skills

- Excellent communication and interpersonal skills.
- Strong problem-solving and conflict-resolution abilities.
- Technical aptitude and familiarity with customer support tools and platforms.
- Customer-focused mindset with a passion for delivering exceptional service.
- Adaptability and resilience in a dynamic, evolving industry.

Why Join our Team?

- Be part of a forward-thinking company in the exciting and rapidly growing cryptocurrency space.

- Work remotely with a flexible schedule.
- Competitive salary and opportunities for professional growth.
- Collaborative and supportive team environment.

If you are passionate about customer service, have a keen interest in cryptocurrency, and thrive in a fast-paced, remote work environment, we encourage you to apply and become a part of our Family's success story!

How to Apply:

Please submit your resume, detailing your relevant experience and why you are the ideal candidate for this role to hr@globalclique.net, please put "**Customer Support Associate**" as the subject of the mail.