

## Customer Support Specialist

- Fast-growing, market leading business
- Amazing career potential
- Incredible culture

### Summary

<b>Title</b>	<b>Customer Support Specialist</b>
<b>Team</b>	Customer Support
<b>Manager</b>	Head of Customer Support, Betashares Direct
<b>Position Type</b>	Permanent, full time
<b>Location</b>	Sydney

### About the Role

The Customer Support team at Betashares is responsible for onboarding, educating and supporting Betashares Direct customers. As one of the early hires in our team, you will have a great opportunity to drive impact and growth as the Betashares Direct product grows and our team evolves.

You will play a key role in scaling and developing a best-in-class, effortless customer experience by supporting Betashares Direct customers directly, providing feedback to our Product team for product improvement and identifying process improvements to ensure our support team is working as efficiently as possible. We look for technology driven solutions!

You are comfortable with change and keen to be a driver of efficiency and a real advocate and voice for our customers.

### About Us

Betashares was founded in 2009 and launched with the vision to create intelligent and accessible investment solutions for Australian investors. Over the past decade our dedication to helping Australian investors achieve their financial goals has seen Betashares grow from 'challenger' to market leader, driving disruption and innovation in the exchange traded funds (ETFs) industry.

Betashares offers the broadest range of exchange traded funds on the ASX and is trusted by over a million investors. As of February 2024, Betashares manages over \$36 billion in assets.

We currently have offices in Sydney, Melbourne, Brisbane, Perth and New Zealand and a growing team of over 140 people.

### Our Values

As our business continues to grow, we're committed to creating a workplace that gives us all the best opportunity to succeed, and that is enjoyable to be a part of.

We prize ambition and drive, but equally we value honesty and humility.

We support each other, and we respect our clients and our competitors. Innovation is in our DNA, and we are always looking for better ways to do things and are willing to take measured risks and learn from our mistakes along the way.

## What we offer

Betashares believes our most important asset is our people and we are proud of the culture we have built – but we are always striving to be better. We want every Betashares employee to be doing their best work and developing their careers.

In addition to a competitive salary, we also offer:

- Staff career development and training allowance.
- Access to a health and wellbeing platform with physical, mental, social and financial support programs available.
- Volunteering days off, so you can contribute to a cause that matters to you.
- Newly renovated CBD offices with fully stocked kitchen, team breakfasts and catered lunches on a regular basis.
- Fun and inclusive social events.

This role is a fantastic opportunity for someone looking to further their career in a growing and dynamic business.

## Role Responsibilities

- Take ownership of customer enquiries and provide a best-in-class experience
  - Respond to enquiries across different varying support channels including email, chat, phone, and social media), ensuring adherence to our SLAs
  - Address and resolve customer concerns, issues or complaints regarding their investments, accounts, or transactions, ensuring a high level of customer satisfaction
  - Collaborate with other departments, such as product, operations, engineering, portfolio management, compliance, or sales, to address more complex client enquiries
  - Represent the customer voice and advocate customer needs by gathering feedback and relaying insights to our Product and Customer Insights team
  - Support customer on-boarding by investigating and troubleshooting failed KYC ('Know your Client') instances
  - Escalate reported bugs and technical issues to our Engineering team, follow up on progress and provide timely progress updates back to the customer
- Proactively maintain and update our Customer Support knowledge base and process documentation making sure those resources are always relevant.
- Ensure compliance with all policies and workflows and manage risk in all customer interactions

## Key skills and experience

- 3+ years' experience working in a high performing customer support team (financial services experience is desirable. Experience with the KYC/AML processes for SMSF and Trusts is desirable.
- Focused on providing a great customer experience
- Passionate about driving efficiency while maintaining quality
- Results driven, with the ability to meet prescribed Key Performance Indicators (KPIs)
- Strong attention to detail and excellent time management skills
- Proactive attitude and ability to think of improvements to processes

Ready to make an impact? If you have full working rights in Australia, please submit your CV to [careers@Betashares.com.au](mailto:careers@Betashares.com.au). Your interest will be treated in strict confidence.