

## Customer Support Specialist

- Fast-growing, market leading business
- Opportunity for a big impact
- Incredible culture

## About the Role

### Summary

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

### About the Role

The Customer Support team is responsible for onboarding, educating and supporting our customers. As one of the first hires you will have a great potential for impact and growth as the team evolves.

You will play a key role in scaling and developing a best in class, effortless customer experience by supporting customers directly, providing feedback to our product team for product improvement and identifying process improvements to ensure the 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.

You are:

- **focussed** on providing a great customer experience,
- **passionate** about driving efficiency while maintaining quality,
- **a great communicator**, you can distil complex, technical concepts into plain English,
- **positive**, with a great attitude and optimistic approach,
- **results driven**, with the ability to meet prescribed Key Performance Indicators (KPIs) to successfully and consistently meet the requirements of the role.

## About BetaShares

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 hundreds of thousands of investors. As of November 2021, BetaShares manages over \$23 billion in assets.

We currently have offices in Sydney, Melbourne, Brisbane, and New Zealand and a growing team of over 80 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. 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 and opportunity to participate in a bonus program, we also offer:

- Staff career development and training allowance.
- Access to a health and wellbeing platform with physical, mental, social and financial programs available.
- Volunteering days off, so you can contribute to a cause that matters to you.
- Hybrid workplace – you'll have the opportunity to work from home some of the time.
- 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.

To apply, please email your cover letter and CV to [careers@betashares.com.au](mailto:careers@betashares.com.au).

## Role Responsibilities

- Providing a best-in-class customer experience
  - Responding to customer enquiries across different platforms and channels (eg chat, email, phone, social media)
  - Represent the customer voice and advocate customer needs to the business
  - Take ownership of customer queries through to resolution
  - Perform to KPIs
- Improving department processes to increase efficiency and help the team scale
  - Using first-hand knowledge to suggest, document and implement more efficient, technology driven processes
- Ensure compliance with all policies and workflows and manage risk in all customer interactions

## Key skills and experience

- 2+ years' experience working in a high performing customer support team (financial services experience is desirable)
- Strong attention to detail
- Excellent time management skills
- Excellent verbal and written communication skills
- Ability to work effectively as part of a team
- Ability to use initiative and work autonomously, when required

Ready to make an impact? If you have the right to live and work in Australia please submit your CV to [careers@betashares.com.au](mailto:careers@betashares.com.au). Your interest will be treated in strict confidence.