

Bitcoin Suisse is the Swiss crypto-native pioneer and trusted gateway to crypto asset investing. As the leading crypto financial service provider in Switzerland, we operate across the most relevant crypto exchanges and provide brokerage, custody, staking and other crypto-related services at the forefront of technical innovation. We are as dedicated to our clients as we are passionate about cryptocurrencies and the underlying blockchain technology. We make things happen and have helped to shape the crypto and blockchain ecosystem in Switzerland as a driving force in the development of the 'Crypto Valley'. Bitcoin Suisse is headquartered in Zug with offices in Copenhagen, Vaduz and Bratislava and targets (ultra-) high-net-worth private individuals and institutional clients.

Customer Support Specialist

We are seeking a proactive and service-oriented Customer Support Specialist to join our Client Management team. In this role, you will be responsible for managing support requests from existing clients and prospective clients, ensuring timely, accurate, and professional responses across all communication channels.

As the first point of contact for many client interactions, you will play a key role in delivering an outstanding customer experience to our international client base, with a particular focus on supporting German-speaking clients and prospects. You will resolve inquiries directly whenever possible and coordinate with internal stakeholders to ensure efficient resolution of more complex requests.

The ideal candidate thrives in a fast-paced environment, has a strong client service mindset, and enjoys helping clients navigate products, services, and operational processes with professionalism and efficiency.

You will have the following responsibilities

- Serve as the primary point of contact for client and prospect inquiries via ticketing systems, email, phone, and chat channels
- Manage and prioritize support tickets in accordance with established service levels and response times
- Resolve client inquiries related to account access, onboarding, platform functionality, products, services, and general operational matters
- Provide support to prospective clients regarding onboarding requirements, account opening procedures, and available services
- Escalate complex issues to the appropriate internal teams and ensure timely follow-up until resolution
- Maintain clear, professional, and client-friendly communication throughout the support process
- Collaborate closely with Account Management, Relationship Management, Compliance, Operations, Trading, and Product teams to resolve client issues efficiently
- Support clients throughout the onboarding journey by coordinating documentation requirements and facilitating a smooth onboarding experience
- Identify recurring client issues and contribute to process and service improvements
- Maintain accurate records of client interactions and support activities within internal systems
- Support the creation and maintenance of internal and client-facing knowledge base articles, FAQs, and support documentation
- Contribute to achieving team KPIs related to response times, resolution rates, and client satisfaction

What you bring along

- Proven experience in Customer Support, Client Services, Helpdesk, or a similar client-facing role within financial services, fintech, technology, or crypto
- Strong customer service mindset with a genuine passion for delivering exceptional client experiences
- Excellent verbal and written communication skills
- Ability to explain complex topics clearly, professionally, and in a client-friendly manner
- Strong organizational skills and the ability to manage multiple inquiries simultaneously
- Experience working with ticketing systems, CRM platforms, and client support tools
- High attention to detail and strong problem-solving capabilities
- Ability to work effectively under pressure while maintaining a client-focused approach

- Familiarity with AML/KYC requirements, onboarding processes, and regulatory standards within a financial services environment
- Interest in digital assets, cryptocurrency, and financial markets is beneficial
- **Fluency in German and English (spoken and written) is mandatory**
- Ability to provide professional support to clients and prospects across international locations
- Additional languages are considered a plus

What success looks like in this role

- Client and prospect inquiries are answered accurately and within agreed service levels
- Support tickets are resolved efficiently with a strong focus on quality and client satisfaction
- Clients receive a consistent, professional, and positive experience across all touchpoints
- Escalations are handled effectively and driven to resolution in collaboration with internal stakeholders
- Service quality, response times, and client satisfaction metrics continuously improve
- Recurring issues are identified and addressed through process enhancements and knowledge-sharing initiatives

What we offer

- **Expertise:** Work with crypto native experts
- **Culture:** Positive and supportive team culture that relies on common goals, ambitions and values
- **Activities:** Regular team events and activities
- **Ownership:** High level of autonomy and responsibility
- **Fitness:** Multisport Card
- **Location:** Office location in the new Bratislava downtown (Jurkovičova tepláreň)
- **Home Office**
- **Workation:** Enjoy the flexibility of working across designated EU countries, with up to 20 days a year to combine work and travel

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