

CUSTOMER CARE SPECIALIST

We're hiring! • Berlin • May 2019

About Neufund

[Neufund](#) makes investing easy, transparent, and accessible. Our blockchain-enabled platform connects innovative companies seeking capital with thousands of progressive investors from 94 countries across the globe. We believe in a “human first” approach and are on a mission to open the world of finance to everyone, create a flawless user experience, and maintain the highest security standards. → [Read more about the team behind Neufund.](#)

Position overview

Help us grow a high performing team that develops cutting-edge blockchain products. In your role you will work closely with the Customer Care team to deliver the best possible client experience.

- Perform initial due diligence on clients' accounts
- Verify and monitor Know Your Customer documentation
- Collaborate with other departments on verification and risk tasks
- Verify accounts in accordance with internal policies and procedures
- Assist the risk department through the review and monitoring of accounts
- Maintain accurate records of tasks

What we ask for

- Fluent English and German. Proficiency in other languages, such as French, Arabic, and Spanish, is an advantage
- Knowledge of Excel and other Microsoft Office tools
- Basic knowledge of AML and KYC processes in Germany
- Proven customer service experience
- Excellent communication skills
- Eagerness to work in an agile & energetic startup environment

- Willingness to learn

What we offer

- **Competitive compensation.** We want professionals with real experience.
- **Share Success.** Through our Employee Stock Option Plan all Neufunders become shareholders in the company.
- **Flexible Working.** Work from home on a Friday, or choose to take the day off and make it up over the weekend.
- **Healthy Food.** Team lunches twice a week, smoothie Thursday, snacks and beverages all week long.
- **Team Offsites.** Ideation workshops, team building, and educational presentations. We grow together during offsites in beautiful location.
- **Sports Card.** Access hundreds of sports venues in Berlin and across Germany with an Urban Sports Club card.
- **Career Coaching.** Develop your career path with a professional career coach on the side.
- **Holiday Season.** No matter what your plans for the winter holiday season, our shop is closed between December and January.
- **Relocation Support.** We sponsor visas and offer relocation support. We will help you to get to Berlin and get settled.
- **Grow with Neufund.** Let's learn together over our weekly NeuSchool sessions, where we share knowledge from selected books.

Get in touch!

Feel free to send us questions and applications to jobs@neufund.org