


ABOUT SMARTLANDS

Smartlands Platform is developing a worldwide crowdfunding and brokerage Platform for tokenization of real economy assets by issuing asset-backed securities (tokens) using the blockchain technology. We create new exciting opportunities for both private and institutional investors as well as various businesses across multiple sectors of the real economy. The Platform users can establish an infrastructure for security token offerings based on our KYC/AML-compliant legal framework for enhanced investors' protection.

 The role is based in **Vilnius, Lithuania**.

To reward our employees for the great work they're doing we offer:

- Work at ambitious international startup
- Career and professional development opportunities
- A competitive compensation package



**Customer Success
Specialist**

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Act as the first point of contact via live chat and e-mail for people interested in Smartlands Platform
- Assist customers in using Smartlands Platform and answer all questions professionally
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Interact with IT and other teams to ensure excellent customer experience and provide feedback

PROFILE OF THE SUCCESSFUL CANDIDATE:

- High-end customer experience driven
- Possessing inlying wish to understand, help and guide others
- Excellent written and spoken English with great communications and problem solving skills
- Proven track record of successful customer relations considered as an advantage
- Experience in financial sector would be an advantage too
- Interest and understanding of blockchain technology and industry would make you stand out

