CRM & Tech Support Administrator

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Company: David Kennedy Recruitment

Location: Cali

Category: computer-and-mathematical

David Kennedy Recruitment Ltd provides unparalleled recruitment services for international companies across the Europe. We bring a fresh and innovative approach to recruitment services, acting as liaison between the candidate and the client. Our goal is to exceed the expectations of every client and candidate, and leave each and every party satisfied.

David Kennedy Recruitment is working with a young financial/FX company led by a management team with over 20 years of experience. Their mission is to simplify trading complexities and deliver excellence to clients across multiple continents and countries.

Position: CRM & Tech Support Administrator

Location: Remote from anywhere in the world

Employment type: Service Agreement/Self-employment (no Employment contract option available)

Remuneration: Fixed monthly payment

RESPONSIBILITIES:

Manage and maintain the company's CRM system, ensuring optimal functionality

and data integrity

Configure and customize system settings based on user needs and business requirements

Create and maintain user profiles and manage access permissions

Generate reports and analyze data to provide insights into client behavior and trends

Provide ongoing training and support to users on CRM functionalities

Provide prompt and courteous technical support to clients, troubleshooting and resolving issues related to the trading platform, account management, and other functionalities

Communicate effectively with clients to understand their issues and provide clear solutions

Document and escalate complex issues to the appropriate technical team members

Maintain and update knowledge base articles and FAQs

Stay up-to-date on company products and services

REQUIREMENTS:

Minimum 1+ year of experience as a CRM administrator or similar role

Prior experience in the CFDs/FX/iGaming or similar sector and field is a necessity

Excellent command of English language

Demonstrated proficiency with a leading CRM platform (e.g., Salesforce, HubSpot)

Strong understanding of CRM best practices and data management principles

Strong understanding of computers and basic troubleshooting techniques

Excellent organizational and communication skills

OFFER:

Competitive remuneration

An opportunity to build a company and grow in it

Private medical insurance

The freedom and flexibility of fully remote work

Collaborative and supportive team environment

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