



CLIENT SERVICE AEOI SPECIALIST

FATCA & CRS Projects

Location: Curaçao | Full-time (1 FTE)

About us

We are a fast-growing, internationally oriented organization operating at the intersection of financial regulation, technology, and client services. From our base in Curaçao, we support financial institutions with, amongst others, high-quality Automatic Exchange of Information (AEOI) solutions for FATCA and CRS reporting purposes. Our culture is entrepreneurial, collaborative, and driven by impact. Growth is rapid — and that means opportunity.

The Role

As a Client Service AEOI Specialist you play a key role in ensuring optimal client support within FATCA & CRS projects. You are the first point of contact for clients and a vital link between customers, technology, and internal teams. You combine strong service skills with an interest in regulatory-driven projects and enjoy working in a dynamic, international environment.

What You'll Do

- Respond promptly and professionally to customer inquiries via phone, email, or chat
 - Support clients during FATCA & CRS implementations and ongoing reporting cycles
 - Resolve customer issues efficiently and escalate complex cases when needed to managers of our AEOI team
 - Maintain accurate records of customer interactions and feedback in the CRM system
 - Provide clear product and service guidance so clients get maximum value
 - Collaborate closely with sales, product, operations, and tech teams
 - Identify recurring issues and actively suggest process and service improvements
 - Balance daily service activities with supporting FATCA/CRS-related projects
 - Contribute to a strong, customer-centric culture and high client satisfaction
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Interested?

If you enjoy helping clients, like structure in a complex regulatory environment, and want to grow with an ambitious organization, we'd love to hear from you.

What You Bring

- Strong communication and interpersonal skills
 - Higher Professional Education level (HBO plus niveau)
 - Empathy, professionalism, and patience in client interactions
 - A problem-solving mindset with strong attention to detail
 - Ability to thrive in a fast-paced, scaling organization
 - Previous experience in customer service, preferably in a start-up or scale-up environment
 - Affinity with financial services, compliance, or regulatory topics (FATCA/CRS knowledge is a strong plus, but not required)
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What We Offer

- A key role in a rapidly growing international organization
 - Exposure to global FATCA & CRS projects and financial institutions
 - A collaborative, informal, and ambitious work culture
 - Room to grow professionally as the organization scales
 - Competitive compensation and benefits
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