

## **CUSTOMER SERVICE SPECIALIST**

Explore Bike Share is hiring a Customer Service Specialist to join our team. Ideal candidates must be enthusiastic, listen to customer issues, and offer unique and innovative solutions to each concern. The successful candidate for this role will have a strong understanding of Explore Bike Share customer service policy, and be well-informed about the organization to offer quick and accurate assistance to customers. Customer satisfaction is critical to our ongoing success of Explore Bike Share.

### **RESPONSIBILITIES AND DUTIES**

- Answer incoming customer calls
- Respond to questions, general concerns, or complaints via phone, in person or email regarding business issues in a timely fashion.
- Maintain a high level of professionalism with every customer and work to establish a positive rapport.
- Process refunds and other financial adjustments as needed.
- Work with the management team to stay informed of any changes in company policies, fees, and pricing structure.
- Impact the company bottom line by resolving issues/concerns to help ensure repeat customers.
- Communicate customer feedback to various teams including senior management, marketing, and operations team members.
- Prepare documents and reports for future reference.

### **SKILLS AND QUALIFICATIONS**

- Minimum age is 21.
- Associate degree required (preferably in a business-related field) or equivalent professional experience.
- Ability to remain professional and courteous with customers at all times.
- Have strong computer skills and the ability to learn how to use proprietary software quickly.
- Possess the ability to communicate effectively in person, over the phone, by email, and text.
- Exhibits self-motivation, the ability to multitask and pay close attention to small details.
- Display the ability to work in a collaborative and team-oriented environment.
- Possess a strong desire to contribute to the success of Explore Bike Share.
- Availability to work some evenings, weekends, and holidays, as needed.

### **BENEFITS**

This is a regular, full-time position requiring 40 hours per week. Compensation starts at \$15 per hour and will be commensurate with experience.

**Job Type: Full-time**

**Salary: \$15.00 per hour**