



## POSITION – CUSTOMER SERVICE REPRESENTATIVE

Position Title	Department
Customer Service Representative	Customer Service
Employment Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	Immediately

### Working hours:

Flexible schedule as follows: 08:30 AM – 06:00 PM (EST), Monday to Friday.

**Note:** The established schedule for completing assigned tasks is subject to change according to project needs. Since the project is currently in development, there may be adjustments to deadlines or requirements, which will result in changes to the working hours. We are committed to notifying any changes as early as possible to ensure proper coordination.

### Benefits:

- Annual Vacation: Starting from the first year of collaboration with the company, the contractor will be entitled to 5 paid vacation days per year and 10 business days starting from the second year.
- Holidays: Holidays are intercalated and managed annually within the company in the USA.

**Salary Range:** Between USD \$500 and USD \$700.00 per month

### Job Description:

The Customer Service Representative will be responsible for managing customer inquiries and complaints on the Turo platform, processing item purchases, and handling claims through various communication channels.

### Essential duties and responsibilities

Essential functions include, but are not limited to, the following:

- Manage tolls and traffic fines collections on the platform.
- Communicate effectively with customers through various channels (email, phone, text, etc.), ensuring a positive experience.
- Process payments related to traffic fines and other charges.
- Provide technical assistance and support on the Turo platform (Turo Support).
- Make necessary purchases of items and supplies according to service needs.
- Prepare and maintain detailed reports on the status and condition of vehicles.
- Coordinate and manage calls with the Department of Motor Vehicles (DMV) for procedures and inquiries.
- Provide high-quality customer service by responding to inquiries and efficiently resolving issues.



- Maintain a positive, empathetic, and professional attitude in all interactions with customers, representing the company's image.
- Be proactive in resolving issues with customers and platform representatives.
- Ensure proper and consistent follow-up on unresolved matters.

**Minimum Qualifications (knowledge, skills, and abilities)**

- Advanced level of English (oral and written).
- Degree in Administration (preferably two years of university studies or equivalent work experience).
- Two years of related experience or relevant courses.
- Strong phone contact skills, active listening, customer orientation, and adaptability to different types of customers.
- Ability to multitask, prioritize activities, and manage time efficiently.
- Advanced knowledge of Microsoft Excel, Word, and Outlook.
- Basic understanding of accounting procedures.
- Strong interpersonal and written communication skills in both English and Spanish, including business vocabulary, to effectively represent the executive and the company to third parties.
- Good presentation skills.