

Company Info:

tapNpay is a FinTech company designed to make paying for tolls more convenient and accessible for non-tagged customers. Simply register for our product, take the toll road, approve daily charges via text message, and charge them to your payment method of choice. Our solution has been tested, proven, and well accepted by consumers. Join our innovative team and help us expand our product into new and exciting markets.

Customer Service Representative:

We are looking to hire a Customer Service Representative to join our tapNpay team. You will take responsibility for helping answer customer questions, managing our customer data set, developing reports, and helping troubleshoot possible customer related data issues. To do well in this role you need a very customer centric personality, great communication skills, product awareness and the ability to identify possible product enhancements to improve customer experience. If you have an eye for detail and enjoy helping improve customer product understanding and user experience, we are looking for you!

Job Responsibilities:

- Review and answer daily Customer Support tickets
- Analyze Customer trends and issues
- Provide product enhancement suggestions based on customer feedback
- Assist with customer facing product testing
- Manage fleet customer account details
- Training end-users on product functionality
- Hire and train new Customer Service staff members
- Develop policies and procedures for customer service team operations
- Report key Customer Service statistics to management
- Develop Microsoft BI reports based on business needs (*not required but certainly a plus*)
- Other duties as required

Job Requirements:

- College degree or equivalent
- Customer Service orientated personality
- High-level written and verbal communication skills
- Strong phone contact handling skills
- Identify, monitor, and manage customer inquiry response times
- Familiarity with CRM systems and practices
- Ability to develop Customer Service team goals and report progress daily
- Ability to work closely with technical team on product suggestions
- Spanish speaking (*not required but certainly a plus*)