

# NOW

# HIRING

COMPANLY IN EL SEGUNDO

## DRIVER SUPPORT

### **Job Description**

We are seeking a full-time, Driver Support Team Member who understands the value of excellent customer service and helping people. You will be responsible for communicating with our outsourced call center, resolving customer issues, supporting the operations group, and generally keeping our customers happy.

### **What We Are Looking for:**

We're looking for a well-spoken, high achiever who thrives in a fast paced, high-pressure environment to join EV Connect's Customer Experience and Operations Team. This is a multi-faceted role responsible for escalated and Tier 1 calls and emails from electric vehicle drivers.

You are the critical bridge between our operations, and our customer experience. Your primary role will be to resolve any issues or answer any questions electric vehicle drivers may have while using the EV Connect platform. You'll also be a key point of contact for handling our support line and providing knowledgeable answers to questions about our product, our programs, website and mobile applications.

You will be constantly monitoring our ratings, emails, tweets, etc. and proactively finding solutions to outstanding problems.

An outstanding customer experience is one of the defining aspects of our company and brand, and as a Customer Experience Specialist you'll be a crucial part of our voice.

As an ideal candidate you are empathetic; level headed and a great communicator. You are known for your patience and perseverance. You have the ability to maintain your cool when others don't. We're not looking for someone to read a script, but someone to converse with our customers and electric vehicle drivers. Most importantly, you'll be multi-tasking, writing and talking a lot, so you must have a lot of energy and be ready to bring your best to EV Connect every day.

### **Experience and Skills:**

- Some customer service experience preferred, but more importantly a positive attitude and background or interest in electric vehicles, alternative transportation, or sustainability issues.
- Strong multi-tasking and organizational skills
- Detail-oriented
- Fantastic written and verbal communication ability

**FOR CONSIDERATION EMAIL RESUMES TO: [linguanzo@sbwib.org](mailto:linguanzo@sbwib.org)**



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