

# Customer Support Representative



Published: 26.01.2021 23:17:44  
Deadline: 26.02.2021 23:59:59 The deadline for applications has expired  
Salary: According to the interview results  
Work experience: 2 year  
Location: Remotely  
Type of involvement: full time

## Information

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### Common information

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Haultail is a company offering a convenient way to schedule on-demand pick-up or delivery services through our network of certified drivers. The Haultail system matches the items customers want to be transported to the most appropriate vehicle and provides instant pricing for the service requested. Haultail allows to arrange pick-up or delivery of new and used items from stores, homes, or storage spaces, as well as disposal of junk/debris to appropriate disposal sites.

### Qualification requirements

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- Excellent oral and written communication skills in English
- Bachelor's Degree or equivalent
- At least 1 years of experience in customer service, sales, claims and dispute resolution
- Competency in Customer service
- Ability to use positive language
- Excellent time management, negotiation and conflict resolution skills
- Ability to take initiative and work independently
- Exceptional organizational skills
- Comfortable using computers and having the ability to learn and adapt to new technologies
- Result-oriented

### Duties

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- Responding promptly to customer inquiries.
- Answering the calls and messages, follow-up with customers
- Communicating with customers through various channels.
- Acknowledging and resolving the customer's complaints.
- Processing orders, payment, applications, and requests.
- Ensure customer satisfaction and provide professional customer support.
- Assign drivers for the upcoming jobs
- Communicating and coordinating with colleagues as necessary

### Conditions

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We have exciting work-from-home opportunities that keep you connected with your colleagues through ongoing virtual engagement.

**Interested applicants should submit their CV's to the following email address:** [gulay@haultail.com](mailto:gulay@haultail.com)

**Please indicate the position "Customer Support Representative" in the subject line of the email.**

## About company

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