

Customer Support Specialist

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Phone :

Web :



Job Summary

Vacancy :

Deadline : Jul 25, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

As a Customer Service Representative for HONK, you'll be the first person our customers come into contact with. On a typical day, you'll answer questions, resolve complaints, and process orders and requests.

To succeed in this role, excellent communication skills are a must. You'll need to be a quick thinker who can keep your cool even in the face of stressful situations with customers. In your role as a Customer Service Representative, your goal should always be to deliver the best customer service experience possible, keeping our clients happy.

HONK is a dynamic Toronto-based, venture funded startup that provides a full suite of mobile payment solutions for the parking industry. Our proprietary technology provides value to consumers, real estate owners and parking operators across North America. Our app allows users to search, find and pay for parking on their phones or through any internet connected device. HONK is currently accepted at over 200,000 parking spots in more than 1000 locations. Customers include The City of Oshawa, ON, The City of London, ON, York University, Algonquin College, & hundreds of private locations in both Canada & the US.

Customer Service Representative Responsibilities

- Maintain a professional and friendly attitude towards customers at all times
- Communicate with customers through various including phone, email and live chat
- Build relationships with customers to ensure their satisfaction
- Provide prompt responses to customer inquiries and complaints, assisting to solve issues via our ticketing system: Zendesk
- Maintain records of customer interactions, including sales, comments, and complaints
- Keep up-to-date on company offerings to ensure clients get the best and most up to date information

Customer Service Representative Requirements

- [1+] years of Customer Service Representative experience
- High school diploma
- Proficient with computers
- Experience with Zendesk an asset
- Excellent communication skills
- Superb customer service, time-management, and multitasking skills
- Must be a team player
- Must have flexible availability
- Ability to work weekends and shift work as needed

Customer Service Representative Requirements

- Fun team environment.
- Small company experience – working for a venture funded startup like HONK gives you deep insight to the inner workings of how a company operates and grows from the ground up.
- Training – You will receive initial and ongoing training on HONK's products, policies and procedures
- Great mid-town location – HONK is located right on the subway line in the heart of Toronto's vibrant Yonge and Eglinton district - hybrid or remote work is possible
- Competitive salary
- Full Benefits - Health care and dental plan.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
