

**Technical Customer Support
Representative**



Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 09, 2024
Published : Sep 09, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

This is an opportunity in the exciting and fast-growing transportation technology industry. Public transit is being transformed from a system of static, scheduled fixed-routes, to a dynamic on-demand network, and you'll be one of the pioneers shaping this transformation.

As a Technical Customer Support Representative in the Customer Success & Operations team, you will work directly with clients and internal stakeholders on support tickets and requests to ensure Key Performance Indicators are achieved. Our Support team is a key function within the organization that focuses on providing high customer satisfaction and success.

Working Hours: Must have 7 day/week availability for 5 consecutive 8 hour shifts between 8am and 8pm

Your day-to-day responsibilities will include:

- Quickly learn and become an expert in using/troubleshooting RideCo software
- Build and maintain solid customer relationships by providing superior customer support via email and telephone
- Respond to customer questions and concerns quickly and accurately to meet contractual agreements
- Assist in the development and maintenance of documentation for internal training material and the customer-facing knowledge base
- Identify, reproduce, log product defects and record all customer interactions in Salesforce
- Work collaboratively to build and maintain productive working relationships between internal teams to ensure customer needs are met and inquiries are resolved
- Take part in the incident response process, which includes scheduled on-call shifts
- Assist implementation teams as required
- Other duties/projects as assigned

Preferred Qualifications and Experience:

- 3+ years of technical support or related experience
- A passion for making customers happy!
- Good understanding and experience using MS Office Suite and/or Google workspace
- Experience with any of the following tools would be an asset: Salesforce, Zendesk, JIRA, Confluence
- Demonstrated problem-solving abilities in a technical setting
- Ability to utilize sound judgment and manage multiple priorities with a sense of urgency
- Must be available to travel to client sites within Canada and the US up to 20% of the time
- Ability to anticipate and identify internal and external client needs and make appropriate recommendations

Compensation and Benefits:

- Base Salary: \$50K - \$65K + performance-based bonus + stock options
- Work-Life Balance & Additional Perks: Flex-time work schedules, vacation time, bi-weekly catered lunches, social events, casual dress code
- Benefits Plan: Medical, dental, prescription, life/health spending accounts and more
- Work Environment: Located in KW's most desirable work space in the heart of Uptown Waterloo
- Commuter Program: Complimentary rides to and from work in Waterloo Region
- Location: Waterloo, Ontario

Who we are:

<http://www.rideco.com>

RideCo powers on-demand transit. Public transit agencies and fleet operators use RideCo's cloud-based software platform to provide on-demand shared rides in dynamically routed buses and vans. RideCo is growing rapidly, and it is the most adopted on-demand paratransit and microtransit software among the 10 largest cities in the United States. Our marquee clients include Philadelphia's SEPTA, Los Angeles Metro, San Antonio Metro, and Houston Metro.

RideCo's software powers a diverse range of use cases, including paratransit, residential/ suburban travel; first-mile-last-mile connections for transit hubs; and corporate employee transportation. The success of these services is supported by the industry's best customer service, including a 95% plus customer retention rate. We are investing to scale up and capture the growing demand for on-demand shared rides solutions.

RideCo is proud to be an equal-opportunity employer. We hire the best talent and strive to build a meritocratic culture. In accordance with the Accessibility for Ontarians with Disabilities Act, accommodations are available upon request for candidates taking part in all aspects of the selection process. If you require special accommodation to complete any portion of the application or interview process, please mention this in your application. #Li-Hybrid

[APPLY](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
