

# Argentina Jobs Expertini®

## Support Specialist

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Company: Draiver

Location: Argentina

Category: computer-and-mathematical

Draiver is an industry leading self-learning logistics platform that enables vehicle movement planning, coordination, and execution. We streamline management by connecting businesses to transport services and independent contract drivers, simplifying employment with quick and direct access to jobs and drivers, GPS routing and tracking, as well as providing digital documentation and payment options. Our all-in-one application provides you with the tools to better drive your business. We are seeking a dynamic Support Specialist to join our team. As a Support Specialist, you will play a crucial role in ensuring a seamless service for our partner drivers. Your responsibilities include facilitating smooth communication, categorizing tickets, and mediating interactions between drivers and customers. Your commitment to providing outstanding support, coupled with the ability to work independently, will be key to your success. NOTE - The working hours for this position will be either 2:00pm-10:00pm central time or 7:00pm-3:00am central time. Main Responsibilities Provide timely and effective assistance to customers, addressing inquiries and resolving issues with a focus on customer satisfaction. Manage customer interactions via various channels, including phone, email, and chat, maintaining a professional and helpful demeanor Document and categorize customer inquiries and issues for analysis and improvement Analyze key service performance indicators using Excel/Google Sheets for data-driven decision-making Facilitate communication among different stakeholders, focusing on ticket resolution and proposing long-term solutions to minimize future incidents Collaborate closely with the operations team to ensure efficient execution of SOPs Adapt to changing scenarios with flexibility and creativity Contribute to the development of automated support with cross-functional teams to ensure

scalability Identify trends in customer feedback and communicate insights to the broader team for continuous improvement Contribute to the development and maintenance of a comprehensive knowledge base for customer support Required skills and qualifications Proficiency in English and Spanish, Portuguese is a plus 1 year of customer service experience in technology companies Familiarity with KPIs and data-driven decision-making Proficiency in Excel or Google Sheets Graduated in higher education or actively pursuing a degree Experience with service/support management tools Excellent communication skills, demonstrating understanding and empathy towards drivers' concerns and needs Customer orientation with a priority on ensuring a positive experience for drivers Strong organizational skills, maintaining accurate records of driver interactions and issue resolutions Problem-solving ability to identify and resolve issues quickly, often under pressure Adaptability to varying demands and scenarios Collaboration skills, working effectively with other teams, including software development and customer service Powered by JazzHR

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