



GoGPS is a leading global telematics provider for service-based businesses of all sizes. Our solutions enable businesses to meet the challenges associated with managing local fleets, and improve the productivity of their mobile workforces, by extracting actionable business intelligence from real-time and historical vehicle and driver behavioral data.

As a Customer Care Representative your primary responsibility is to provide technical and software problem resolution to end-users (external customers) by performing a question diagnosis while guiding users through step-by-step solutions. The Customer Care Representative will provide support by clearly communicating technical solutions in a user-friendly, professional manner to ultimately provide a greater customer experience to our ever growing global client base!

Job Description

- Act as first point of contact to provide rapid-response, yet, steady remote support to end-users using multiple support channels including, phone, email and/or live chat functionality;
- Utilize internal resources to research both technical and software based issues to determine a diagnosis and navigate solutions to resolve the customer issue in a timely matter;
- Troubleshoot and assist SMB and Major customers base with various issues, such as, but not limited to, login credentials, application or menu navigation and administration, hardware/unit installation, software setup, and minor software bugs;
- Efficiently receive, evaluate, process and appropriately document customers' cases using a CRM system (experience with Zoho.com and Zendesk is a plus);
- Identify and attempt to resolve complex issues, or deescalate unsatisfied customers, before promptly forwarding to appropriate escalation point;
- Collaborate with peers across departments evaluating and developing solutions, to ensure an exceptional, and seamless experience for our customers;
- Maintain ownership of assigned cases and follow up as necessary with customers throughout case resolution to completion;
- Perform miscellaneous job-related duties as assigned.

Requirements

- Bachelor's Degree or equivalent work experience preferred;
- No previous experience required, but prefer up to 1 year experience in customer consulting position within a fast-paced environment supporting software or web based application
- Demonstrate technical/professional expertise through problem resolution, while maintaining composure in critical situations and clearly communicate with both internal and external customers at all levels;
- Driven and ability to maintain knowledge of our software applications, hardware, and available resources to problem solve independently in a changing, ambiguous environment;
- Strong multi-tasking and time management skills;
- Proficient with Microsoft Office suite (Outlook, Word, Excel);
- Knowledge of GPS technology/hardware, software management, dispatching, Google Maps or cellular services a plus.

PLEASE EMAIL RESUME TO GOSALES@GOGPS.COM