

CUSTOMER SERVICE ASSOCIATE

About us

Dat Bike is a technology startup whose mission is to drive mass adoption of green transportation. We make the most compelling and dependable electric bikes so that customers can just switch without making any compromises. To do this, we welcome the brightest people to join our journey.

Dat Bike team consists of young, ambitious people who are result driven. We want to grow Dat Bike to become a giant in the world. Join us if you want to make something great, from scratch!

About the job

Customer service is crucial to Dat Bike's success because it is the interface to knowing what our customers want. We can only build the right products from listening to our customers. You will provide the best experience that our customers deserve and collect data to guide product development at Dat Bike.

Responsibilities

- Customer care directly or indirectly via phone and social media for current customers.
- Investigate customers' problems and find solutions, ensuring that customer feedbacks are heard and acted upon.
- Manage after sales services (bike servicing/support, support queries, upselling).
- Communicate with other departments to resolve problems and expedite work.
- Manage and reconcile CRM databases.
- Conduct frequent customer surveys.

Requirements

- Bias for action; self-starter approach to challenging the status quo.