

## **Customer Experience & Onboarding Specialist**

### **Job Description**

Started: 30/07/2025

- Full-time Employment
- 100% Remote, Philippines
- UK Time Zone (3 PM - 12 AM PH) and public holidays

### **The Client**

The leading online marketplace for booking driving lessons, trusted by 100,000+ learners across Australia and the UK. We make it easier than ever to find, compare and book verified driving instructors online.

We're on a mission to make learning to drive simpler, safer, and more accessible for learners and instructors alike. Our platform empowers thousands of instructors with the tools to grow their business, reduce admin, and focus on what they do best.

### **The Role**

You will play a critical role in supporting the UK marketplace, working across both learner and driving instructor audiences. You combine customer experience support with responsibility for onboarding and managing the quality of driving instructors and their performance.

### **The Responsibilities:**

#### **Customer Support**

- Efficient and effective support to learners and instructors across multiple channels (phone, email, messaging).
- Take ownership of customer queries, ensuring accurate and timely resolution aligned with company standards for all UK tickets.
- Handle high-volume support with professionalism and attention to detail, adapting communication to the audience.
- Investigate and resolve complex customer complaints and disputes — always balancing empathy with policy and brand integrity.
- Maintain strong phone etiquette and written English skills, adapting tone as needed for UK learners and instructors.

- Document support cases clearly and accurately, following internal policies and escalating appropriately.
- Support the Australian business where necessary and work closely to align processes and ways of working.

### **Driving Instructor Onboarding**

- Act as the quality checkpoint between the Sales team and platform activation.
- Conduct standards checks to ensure instructors meet company criteria before going live.
- Work directly with instructors to obtain documents, clarify profile information, and resolve blockers to activation.
- Partner closely with the Sales team to ensure timely activation and first bookings.
- Maintain clear and accurate onboarding records, helping streamline the instructor pipeline.
- Identify gaps or risks in onboarding processes and recommend improvements.
- Collaborate internally to achieve the best result for the customer and the business.

### **Customer Service Serious Complaints**

- Monitor and respond to complaints or recurring behaviour issues involving instructors.
- Collaborate with Sales and Customer Experience to assess whether performance issues can be addressed through coaching.
- Where standards cannot be met, work with the Sales Team to manage the offboarding process with clarity and professionalism.
- Ensure actions are well-documented, policy-aligned, and uphold the company's brand and learner experience.
- Contribute to ongoing improvements in instructor standards and retention.

### **Team & Admin Support**

- Help document and refine internal workflows and support documentation.
- Maintain CRM and support records to a high standard.
- Contribute to team operations including:
  - Reporting and insights
  - Instructor records management
  - Complaint tracking
- Be flexible and responsive to changing priorities or operational needs.

**You Must Have:**

- At least 5 years of customer service support including phone-based support.
- At least 3 years experience handling serious customer complaints or complex customer issues.
- Previous experience onboarding or managing external partners or suppliers.
- Exceptional verbal and written communication skills, with the ability to adapt tone and language across different customer types and channels (phone, email, chat, SMS).
- Detail-oriented, with a high level of accuracy in written communication, record-keeping, and data entry.
- Highly organised and efficient, with strong time management skills and the ability to prioritise effectively under pressure.
- Comfortable using digital platforms and support tools, with the ability to quickly learn and apply new systems and processes.
- Customer-centric, with a genuine passion for delivering excellent service and continuously improving the customer experience.
- Collaborative team player who contributes to a positive team culture and is open to give and receive feedback.