

Customer Support Specialist

Started: 17/07/2025

- Full-time Employment
- 100% Remote, Philippines
- AU Timezone and public holidays

The Client

Australia's largest marketplace for booking driving lessons. Launched in 2018, the platform enables learners to find, compare and book driving instructors online, and provides an end-to-end solution for over 1100 active driving instructors to manage and grow their businesses. Proud South Australian success story, facilitating over 25,000 bookings per month, but we're only getting started.

The Role

You will play a key role in supporting - working with both learner drivers and driving instructors (independent business owners). You will be responsible for delivering high-quality service across multiple communication channels, including phone, SMS, email, and messaging.

The Responsibilities:

Customer Support

- Provide high-quality support via phone, email, and messaging in a high-volume, fast-paced environment.
- Take full ownership of customer issues, ensuring timely and accurate resolutions that align with company standards.
- Follow internal procedures and use templated responses effectively, tailoring messaging appropriately within policy.
- Communicate clearly, patiently, and professionally, adjusting tone and style based on customer type (e.g., learner vs. service provider).
- Represent the brand positively in all interactions, ensuring customers feel supported and informed.

Manage Complex Customer Enquiries

- Respond to serious complaints and sensitive issues with empathy, professionalism, and a solutions-focused mindset.
- Ensure all resolutions align with company policies and code of conduct standards.

- Handle escalations and safety concerns with urgency and care, documenting all actions clearly.
- Identify and escalate performance concerns to relevant internal teams when needed.
- Apply critical thinking to assess root causes, manage risks, and determine the most effective course of action.
- Draw on experience managing escalated issues in complex environments that require both empathy and business judgment.

Administrative and Team Support

- Proactively identify gaps, inefficiencies, or risks in current processes, and suggest practical improvements.
- Assist in creating, documenting, and maintaining internal workflows, support resources, and service procedures.
- Keep accurate and timely records of customer interactions, complaint handling, and outcomes, ensuring data integrity.
- Share relevant customer insights with internal stakeholders to support ongoing service improvements.
- Contribute to team operations, including reporting, database maintenance, complaint register updates, and general administrative tasks.
- Take ownership of routine responsibilities while staying adaptable to shifting priorities and ad hoc requests.

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.
- At least 2 years experience working remotely - self-starter and dependable. Agile learner - adaptable to learning new tools and systems.
- Exceptional verbal and written communication - with the ability to adapt tone across channels and audiences.
- Confident and empathetic when handling complaints, escalations, and sensitive situations.
- Strong conflict resolution and negotiation skills focused on fair outcomes.
- Experience working with Australian customers and Zendesk product suite preferred.