



Temporary Customer Experience Support

Date: 05/19/2020

Location: San Diego County

POSITION SUMMARY:

This temporary position is a great opportunity to join a fun team full of action. There is never a dull moment on our customer experience team during the Covid-19 response, and we are ready to expand our team to meet demand. This fast-paced role will respond to and resolve customer inquiries through our Zendesk system.

YOU ARE:

Passionate about customer experience. Your last dream before you drift to sleep is typically about how to enhance the customer experience ...or the latest binge worthy show on Netflix. You like to be in the middle of the action, stay busy, and have a bit of a weird side that gets excited when you beat your KPI's for the day. You truly enjoy engaging with others and making their day a little brighter.

WHAT YOU'LL GET TO DO:

Join our team in being the front lines of response to our growing customer demand. This includes resolving questions and inquiries quickly, mending membership issues, extending memberships, and on the best days even selling memberships. Multi-tasking, managing priorities independently, and working at a steady pace are all key attributes to a successful team member in this role.

WHY SOAPY JOE'S?

We're not just a car wash, we're driven to clean cars, protect the environment and shine in our communities. We are invested in creating opportunities, inspiring development, and bringing dynamic servant-leaders into our company that will take care of our team and our members. If you love to win, care about people, and you're not afraid to roll up your sleeves and get to work, you will be in great company with us. Culture is vital to our success and we are looking for new team members that connect to our values and want to see our culture thrive.

Our core values are:

- **Build community:** we love our neighbors and create an atmosphere where everyone is welcome
- **Lead with heart:** we create trust and respect through listening, positive words and actions

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- **Create fans:** we impress customers with a great experience defined by positivity and helpfulness
- **Do the right thing:** we operate with honesty and integrity – even when no one’s looking
- **Be proud:** we’re proud of our quality services and clean sites, but most of all, we’re proud of our team
- **Have fun:** we believe creative solutions and genuine connections happen when you’re having fun
- **Keep learning:** we take learning as seriously as we take having fun, which means we do it all the time!

If these values resonate with you and you would like to be a part of this team keep reading!

WHAT YOU’LL NEED:

- **2+ years in customer service call center or response center preferred**
- **High school diploma or higher**
- **Ability to work in a remote capacity effectively**
- **Advanced computer and phone skills (typing 60+ wpm / management of multi phone line preferred)**