

### Customer Service/Temp

Our client, one of the fastest growing and most dynamic start-ups in Kenya and the world, is offering an opportunity to join the core team in Nairobi as a temp with potential to graduate into a full-time role

Our client is a technology company. We make a smartphone app that provides users with an on-demand, private car service that takes them safely and smoothly to where they need to go, in dozens of countries and hundreds of cities around the world - at the push of a button. On another level, Our client is about applying mobile technology, data-driven decision making, and world-class operations teams to solve a massive, offline problem: urban transport. These are early days. Come join us, and help us build a new fabric for urban logistics that is redefining the way people experience and get around Nairobi.

We are seeking a sharp, personable, highly-organized person to support our team as we continue to grow our presence in Nairobi. We are looking for hustlers who have the ability to get things done and who want to get first-hand operational experience. This is an opportunity to work with a stellar operations team on the daily functions that are at the core of our client. Are you ready to launch your career? Keep reading.

#### **Description:**

- Fast-paced and exciting tech start-up requires assistance with customer service and admin of the company.
- A fun and challenging role with lots of room for growth in this global company.
- Work as part of a small, growing team.
- Very hands on role on the operations of the business.

#### **What you'll do**

- Driver Support - Assistance with in person support, virtual support, driver activations, document approvals and other ad-hoc audits.
- Interact & support drivers through branded interaction at all stages of onboarding
- Help with onboarding drivers onto our client's system
- Maintain and organize driver documentation
- Find resolutions to driver issues and questions
- Respond to support issues both in-person and over email promptly
- Work closely with the driver operations and logistics teams to streamline process

- Be the operational glue that holds together major team efforts for large events, promotions and program initiatives

### **Requirements:**

- Computer literate (email, excel and internal system)
- Friendly and approachable
- Ability to work very hard in a fast-paced, dynamic and exciting work environment
- Ability to work as part of a team and willingness to learn and see the bigger picture of what we are trying to accomplish
- 1-2 years of operations/analytical studies or related experience (undergraduate or work-experience)
- Mainly a startup (all-hands-on-deck) "I bust my ass because I love it" approach
- Strong detail orientation & superior organizational skills and great follow through on tasks
- Ability to work quickly with minimal oversight

### **Perks**

- Ground floor opportunity with the team; shape the strategic direction of the company.
- The rare opportunity to change the world such that everyone around you is using the product you built. We're not just another social web app, we're moving real people and assets and reinventing transportation and logistics globally.
- Sharp, motivated co-workers in a fun office environment.

How to apply:

Please follow the link below to apply for this position:

<http://kamakazi.co.ke/job/customer-service-representativetemp/>