

Are you a Hiker or Runner with all around Customer Service Experiences?

TRAILME – Customer Service Representative (Cantonese speaking)

TRAILME is the #1 app & platform that provides real-time information during a trail running event. We strive to enhance trail running experiences and connect the trail running community with technology. www.trailme.com.hk

As we grow, we are looking for a motivated and versatile Customer Service Representative to join our team. This is a unique role for someone looking for a diverse job scope, combining customer service, back-office support, and content creation.

Key tasks

- Manage the customer relationship over the entire runner's journey (communication, sign up and participation in events, user requests, database management)
- Support organizers and participants requests on reporting, record and result data management – inbound & outbound (email/whatsapp/call)
- Resolve customer issues and complaints with empathy and efficiency
- Operate customer service hotline (including on weekends/event periods),
- Develop and maintain customer service content, including how-to videos, email and phone scripts, FAQs, and knowledge base articles
- Maintain our customer database, accurate records of customer interactions and transactions

Outcomes

- High customer satisfaction and best user journey with TRAILME

Responsibilities

- Delivery of high service quality and customer experiences (to Organizers, Participants & Fans)

Qualification & Knowledge

- Proven experience in customer service or a related field.
- Strong communication skills, both written and verbal.
- Proficiency in using customer service software and CRM systems.
- Basic knowledge of data analysis and reporting tools (e.g., Excel, Google Analytics).
- Ability to multitask and manage time effectively in a fast-paced environment.

Competencies

- Being systematic, structured, managing priorities and being focused
- Capable to establish routines, checklists and standard procedures
- Good in following up and achieving goals by given timelines
- Self-driven and curious
- A proactive and problem-solving attitude
- Ability to multitask and manage time effectively in a fast-paced environment.

Experiences

- Customer centric work, like in hospitality or retail
- Understanding of key customer service metrics and KPIs.
- Worked in a high dynamic, fast pace (startup) environment
- Passionate about outdoor and running with event participations

IT-Skills

- Office365 & TEAMS
- MailChimp
- Tableau

Mandatory requirements

- High proficiency in English (speaking and writing) – MANDATORY !
- High proficiency in Cantonese (speaking and writing) – MANDATORY !
- Flexible work arrangements – partly on weekends for outdoor events

Key benefits

- Engage in a high innovative startup and learning environment
- Flexible office, WFH and workplace and time arrangements
- Competitive salary and benefits package

Contract

- Permanent / Full-time

For further information, see

- www.trailme.com.hk
- <https://youtu.be/WKh1ocav4HE>
- <https://www.linkedin.com/in/rainer-duespohl-cio/>

Candidates

- Submit your resume
- Explain your motivation why you apply for TRAILME
- What is the commitment you will bring with you?
- Interview
- Proof of customer service experience

Contact: careers@uhey.com.hk

