

Job Title:	Customer Care Agent	Department:	Customer Care
How You'll have an Impact:			
Customer Care agents serve an integral role in the experience of our shippers & carriers. Individuals in these roles are performance-oriented and focused on excellence when it comes to consistent & high-quality care for our customers.			
Essential Functions:			
<ul style="list-style-type: none"> • Managing omnichannel customer requests for help through supported technology platforms • Utilize and inform a developing knowledge base that helps agents identify root causes and escalates new or emerging issues to secondary care agents • Take part in training and other learning opportunities to expand knowledge of the company and position • Respond efficiently and accurately to customers, explaining possible solutions to needs, and ensuring the customer feels supported and valued • Meet personal/team qualitative and quantitative targets 			
Skills & Competencies:			
Core			
Execution		Discreet	
Empathic		Accountability	
Inquisitive		Integrity	
Helpful		Professional & polite	
Active listener		Thorough, detailed	
Patient		Dependable, reliable	
Competencies:			
All Coyotes are expected to execute on their responsibilities, be accountable for their actions, communicate effectively, and show integrity in their work.			
What we offer			
<ul style="list-style-type: none"> • Onsite training and ongoing development/ learning (LinkedIn Learning, Lean trainings) • Competitive base and variable pay • Comprehensive benefits package (Life insurance, Private medical care, Sports membership...) • Diverse and Inclusive environment • Opportunities to impact the world around you through our Coyote Cares initiatives & CIT groups 			
Required/Preferred Education & Experience:			
<ul style="list-style-type: none"> • 1-2 years of experience in an office environment or previous support center roles • Excellent verbal and written communication in English 			