



COMPASS
MANAGEMENT INTERNATIONAL

**WE
ARE
HIRING!**



24/7 CUSTOMER SERVICE COORDINATOR

Responsibilities:

- Provide 24/7 support to drivers and customers.
- Receive and coordinate maintenance and breakdown requests.
- Dispatch repair, towing, and roadside assistance services.
- Monitor repairs and provide status updates.
- Maintain accurate service records and tickets.
- Communicate with vendors and internal teams.
- Escalate urgent issues when needed.
- Ensure timely case resolution and SLA compliance.
- Assist with preventive maintenance scheduling.
- Complete detailed shift handovers.

Requirements:

- Excellent English communication skills.
- Strong organizational and multitasking abilities.
- Customer-focused with good problem-solving skills.
- Proficient in Microsoft Office and computer systems.
- Experience in customer support, dispatch, or logistics preferred.
- Willingness to work rotating 24/7 shifts.

We Offer:

- Full-time employment in a modern work environment
- Professional and personal growth opportunities
- Private health insurance

If interested, please send your CV in English. Only shortlisted candidates will be contacted.

When submitting your CV or any other document you explicitly consent that we may process your personal data contained therein for the purposes of the recruitment process.