

Customer Experience Specialist

tuktukrental.com

Location:	Katunayake, Sri Lanka
Commitment:	Five days a week - 08:00 A.M. to 05:00 P.M.
Salary range:	LKR 50,000 - 100,000

Small vehicles, big impact

We're all about authentic travel experiences that support local communities. At tuktukrental.com, we rent tuktuks to adventurous travellers, while sharing the revenue with local tuktuk owners and the community. We've been fueling epic road trips across Asia since 2016. And here's the best part—we're just getting started!

With operations in Sri Lanka, Cambodia, and soon beyond, our dedicated team of tuktuk enthusiasts is driven (literally) to make travel more meaningful. Our mission? To bring smiles to faces, promote sustainable tourism, improve livelihoods, and make exploring new places as unforgettable as possible.

Join us as we steer towards a world where every adventure counts—navigating the bustling streets of Colombo or the serene landscapes of Cambodia. Let's make every mile matter.

About the role

We're looking for a self-motivated, organized, and customer-focused individual to join our team as a **Customer Experience Specialist**. If you're passionate about delivering exceptional service and love working in a dynamic, fast-paced environment, this role could be the perfect fit for you! While the position involves a variety of administrative tasks, all your efforts will be aimed at making sure our customers have an unforgettable experience with tuktukrental.com.

Specific responsibilities

- **Customer Engagement:** Answer customer questions across various channels, guiding them through their TukTukRental experience and ensuring they're well-prepared for their adventure.
- **Office Welcoming:** Greet customers when they visit the office, offer them water, tea, coffee, and provide a brief introduction to the tuktukrental.com experience.
- **On-the-Road Management:** Stay connected with customers during their journey, assisting them with any issues or changes they may encounter while in Sri Lanka.
- **Documentation & Licensing:** Help customers organize all necessary documents, licenses, and plans for their trip, ensuring a smooth process from start to finish.
- **Booking System Management:** Keep our online booking system up-to-date, ensuring every detail is accurate for both customers and tuktuks.

- **Supplier and Partner Coordination:** Liaise with our contract drivers, partner hotels, and hostels to ensure smooth coordination for customer pick-ups and bookings.
- **Customer Support:** Assist customers with any operational tasks during their journey, from mechanical issues to changing pick-up/drop-off locations, extending or shortening bookings, and calculating refunds.

About you

You're a highly organized and self-driven individual who thrives in customer-focused environments. You love to juggle multiple tasks and have a knack for delivering top-notch service that leaves a lasting impression. Whether it's managing bookings, guiding customers through their tuk tuk adventure, or handling logistical challenges, you're always up for the task. You're quick to adapt, detail-oriented, and have a natural ability to make customers feel welcomed and well taken care of.

With strong communication skills, both written and verbal, you can effortlessly manage inquiries across multiple channels and ensure everything runs smoothly behind the scenes. Your friendly, can-do attitude makes you the go-to person for customers and team members alike. You're motivated by the opportunity to help people and are excited about working in one of Sri Lanka's fastest-growing companies.

- **Must have:**
 - Prior experience in customer service, with a passion for creating positive experiences.
 - High proficiency in English, with excellent verbal and written communication skills.
 - Outstanding organizational skills and attention to detail, able to handle a variety of tasks at once.
 - Strong computer skills, fast typing abilities, and a quick learner of new software.
 - A friendly, welcoming demeanor and a desire to provide the best first impression for customers.
- **Nice to have:**
 - Experience in the tourism industry or logistics is a plus.
 - Knowledge of Sri Lanka's tourism hotspots, so you can offer valuable advice to customers.

Why tuktukrental.com?

At tuktukrental.com, we're not just about renting tuktuks—we're about creating unforgettable experiences while making the world a better place. Our team is passionate, fun, and dedicated to positively impacting both travellers and local communities.

We're a purpose-driven company. Your work will directly support local livelihoods and sustainable tourism.

Ready to apply?

If you've made it this far, we think there's a good chance you're our kind of person. Here's the deal—we're all about diversity, equity and inclusion. We believe a variety of perspectives makes us stronger. Even if you don't check every box, we'd still love to hear from you. Introduce yourself, and let's see how you can bring your unique flair to our team.

[APPLY FOR THE JOB: CLICK HERE](#)