



22 Sin Ming Lane
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Singapore 573969
T: 6714 6614
www.lumens.sg
UEN:201426961K

JOB DESCRIPTION

Customer Care Specialist

About Us

Founded in 2014, Lumens Group is leading the transformation of the mobility industry in Singapore. We have successfully built one of Singapore's largest car fleets and expanded our offerings to personal and corporate leasing, purchasing and financing. As we enter a new phase, we're building an integrated ecosystem for merchants and consumers, driven by advanced technology and a mission to enrich everyday life.

Now, we're on the lookout for a professional Customer Care Specialist to join us in Singapore.

Your Role on Our Journey

We're looking for a Customer Care Specialist to be the friendly, reliable voice our customers can count on. From handling Omni Chats to following up on issues, you'll be solving problems and helping drivers stay mobile.

You'll assist our drivers, partners, and customers with everything from basic rental queries to issue resolution. This role isn't just about answering phones — it's about building relationships, solving problems, and helping us improve the entire customer journey.

You'll also pitch in on **ad hoc tasks** — think feedback collection, support tool testing, or even helping craft internal FAQs.

This role is perfect for someone who loves fast-paced environments, values human connection, and doesn't mind the occasional curveball.

Your Day-to-Day Adventures

- Respond to drivers' inquiries via Omni Chat and WhatsApp.
- Conducting outbound calls to follow up on issues raised by internal teams, with the goal of closing the communication gap with hirers.
- Troubleshoot customer issues and escalate where needed (credit, finance, tech, ops)
- Resolve support issues related to rentals, payments and contracts
- Follow up on open or unresolved cases and ensure customer satisfaction



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- Flag recurring issues and help improve internal processes
- Log and track all customer interactions in the CRM
- Work together with other departments to make sure customers get a smooth, end-to-end experience
- Jump into side tasks like:
 - Testing a new live chat feature
 - Helping onboard new agents or new employees
 - Creating quick how-to content or macros for the team

What Makes You a Perfect Fit

- 1 – 2 years of customer service, support or call center experience preferred (Bonus if it's a car rental, ride-hailing)
- Clear and confident communicator – English Speaking is required. Multilingual (Bonus to have)
- Able to multitask and stay calm under pressure
- Problem-Solving Mindset, Time-Management and Multitasking, Team Player and Detail-Oriented, Adaptability
- Comfortable using support software (CRM, ticketing systems and any other system)
- Ability to explain things simply and professionally
- Proficient in Microsoft Excel (Able to use basic formulas, filters, pivot tables and organize data for internal reports customer follow-ups).

Why Join Lumens?

- Opportunity to build a rewarding professional career in Singapore.
- Structured training and mentorship provided.
- Opportunities to develop skills in customer engagement, sales, and account management.
- Career progression opportunities within a growing organization.
- Young, collaborative, and supportive work environment.
- Attractive performance incentives and rewards.
- Relocation assistance and work pass sponsorship, subjected to eligibility.

Ready to Drive the Extra Mile?

Send your resume that showcases your unique spark to rei.hau@lumens.sg today! If your journey aligns with ours, we'll get in touch soon!