



22 Sin Ming Lane
#01-74, Midview City
Singapore 573969
T: 6714 6614
www.lumens.sg
UEN:201426961K

JOB DESCRIPTION

Driver Engagement Consultant

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 Driver Engagement Consultant to join us in Singapore.

Your Role on Our Journey

As a Driver Engagement Consultant, you'll be the go-to person for our drivers after they hit the road in their leased PHVs. Your main task? To make sure every driver feels supported, heard, and valued. Whether it's resolving an issue, answering queries, or just checking in to see how they're doing, your role is crucial in keeping our drivers happy and our engines running smoothly.

Your Day-to-Day Adventures

- Provide stellar after-sales support to our drivers, ensuring they have a smooth ride with Lumens.
- Be the first point of contact for drivers' requests and concerns, resolving them with efficiency and care.
- Regularly follow up with drivers to gather feedback and check on their experience.
- Identify opportunities for re-contract deals, and upsell better vehicles or longer lease contracts.
- Build strong, lasting relationships with our drivers, ensuring they always feel part of the Lumens family.
- Keep customers updated on the latest promotion and product.



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What Makes You a Perfect Fit

- Fresh graduates from Malaysia, are encouraged to apply.
- Prior experience in a customer-focused role, such as Sales, Account Manager or Customer Service will be an advantage.
- A passion for helping and interacting with people.
- Strong problem-solving skills, with a knack for resolving issues swiftly and satisfactorily.
- Excellent communication skills and proactive, empathetic approach to customer service.
- The ability to identify sales opportunities without ever losing that personal, caring touch.

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!