

## Technical Support Specialist - Spanish

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Company: Motive Technologies, Inc

Location: , , Pakistan

Category: other-general

Who we are: Motive empowers the people who run physical operations with tools to make their work safer, more productive, and more profitable. For the first time ever, safety, operations and finance teams can manage their drivers, vehicles, equipment, and fleet related spend in a single system. Combined with industry leading AI, the Motive platform gives you complete visibility and control, and significantly reduces manual workloads by automating and simplifying tasks. Motive serves more than 120,000 customers – from Fortune 500 enterprises to small businesses – across a wide range of industries, including transportation and logistics, construction, energy, field service, manufacturing, agriculture, food and beverage, retail, and the public sector. Visit [gomotive.com](http://gomotive.com) to learn more.

About the Role: As a Technical Support Specialist, you will serve as the main point of contact for issues and questions about Motive. You will not only be responsible for providing world-class assistance via calls and emails, but will also have the opportunity to define Motive's support processes and work with our team to develop and scale the Technical Support function. As a bilingual Technical Support Specialist, you will be responsible for providing support in both Spanish and English.

What You'll Do: Provide bilingual Spanish & English Email, Chat and Voice Support - Answer inbound inquiries coming through Motive's support hotline, live chat feature or support email address during Pacific Standard Time business hours

Customer Service Analysis - collect customer support requests and bugs and relay findings to the product and engineering teams to address these issues

System Evaluation - evaluate our existing tools and work with engineering to develop tools to enable this function to scale

What We're Looking For: Bilingual: Fluent in speaking Spanish and

English (US) Skilled in written communication (both Spanish and English) Natural instinct to empathize with users Strong analytical skills Excellent verbal and written communications skills Native or bilingual spoken and written English skills Comfortable with rotational shifts

Creating a diverse and inclusive workplace is one of Motive's core values. We are an equal opportunity employer and welcome people of different backgrounds, experiences, abilities and perspectives. Creating a diverse and inclusive workplace is one of Motive's core values. We are an equal opportunity employer and welcome people of different backgrounds, experiences, abilities and perspectives. Please review our Candidate Privacy Notice here. The applicant must be authorized to receive and access those commodities and technologies controlled under U.S. Export Administration Regulations. It is Motive's policy to require that employees be authorized to receive access to Motive products and technology. #LI-Remote

#J-18808-Ljbffr

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