



For over forty years, Daycos has assisted transportation companies by creating solutions and driving revenue to their bottom line. For some transportation companies, we are a complete outsourcing provider for their financial back office. For others, we improve a piece of their internal process, such as providing technology tools that help them bill or pay invoices more efficiently or performing a post-audit to find money that was left behind.

Customer Service Specialist

The **Customer Service Specialist** is responsible for providing a high level of service to our customers. This position will collaborate with team members to ensure the team achieves a high level of customer satisfaction by working efficiently and accurately to help our customers get paid quickly.

Position Responsibilities may include:

- Coordinating with team members to ensure customer needs are met.
- Establishing and building contacts and relationships with our customers, paying offices, and other industry contacts.
- Creating positive experiences and interactions to illustrate to our customers and partners the value Daycos brings.
- Ensure systems and documentation reflect current customer agreements.
- Continuously looking for ways to improve the experience for our customers and paying offices.
- Experimenting to find ways to simplify and improve existing processes and tasks.

Position Attributes:

- Adaptable to change and thrives in an evolving work environment
- Comfortable using and learning new technology
- High attention to detail and an investigative mindset
- Strong communication and interpersonal skills
- Willing to make decisions and own issues at hand
- Supports company initiatives to help Daycos reach our long-term goals
- Comfortable experimenting to find ways to simplify and improve processes

Benefits:

- Financial Benefits:
 - Retirement plan with matching
 - Health, Dental, and Vision insurance
 - Long term disability insurance, life insurance
 - Employee loan program
 - Student loan repayment
 - 529 plan matching
 - Financial education programs

- Additional Benefits:
 - Paid time off
 - Hybrid work schedule
 - On-site fitness center and other wellness incentives
 - Employee led committee offering additional creative benefits
 - Personal growth opportunities

Daycos is an Equal Opportunity Employer

Daycos shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin.