

Customer Service Representatives

Job Posting: 13533264 **Posted On:** Jun 15, 2026 **Updated On:** Jun 16, 2026

Job Description

Nova Driving School is seeking three (3) highly motivated and qualified Customer Service Representatives to join our team in Chicago for our upcoming peak season. Candidates will serve as the primary point of contact for our students and clients, handling inquiries, processing enrollments, and ensuring a seamless, welcoming experience. This role is crucial for maintaining high levels of client satisfaction and supporting the daily efficiency of our front-facing operations during our highest volume months.

Responsibilities & Duties:

- Respond to customer inquiries via phone, email, and in-person walk-ins regarding driving lessons, scheduling, and pricing.
- Update and maintain the school's client database within the CRM system, ensuring that all contact information and service history are up-to-date to facilitate effective follow-up with prospective students.
- Assist students with the registration and enrollment process for various driving courses.
- Identify opportunities to offer supplementary services to students—such as additional driving lesson packages, advanced defensive driving courses, or license application assistance—during the enrollment process.
- Maintain accurate records of student schedules, payments, and documentation.
- Accurately process payments using the point-of-sale system, issue receipts, and perform end-of-day cash reconciliation in accordance with company financial security protocols.
- Address and resolve customer service issues or complaints in a professional, timely manner.
- Proactively solicit feedback and reviews from students upon course completion, and relay suggestions or positive testimonials to management to contribute to ongoing service quality improvements.
- Support the office administration team with general clerical tasks to optimize workflow efficiency.

Credentials Needed

High School Diploma or GED

Basic Computer Literacy: Comfort using Microsoft Office (Word/Excel) or Google Workspace.

Language Proficiency: Fluency in English is required (bilingual skills, particularly in Spanish, are a plus to support our local community).

Job Overview

Job Type

Full Time

Permanent/Temporary

Temporary

Internship

No

Shift(s)

Day Shift

Other Shifts

Monday to Friday: 10:00am to 6:00pm

Saturday and Sunday: OFF

Average Hours Per Week

35

Overtime

Not Available

Affirmative Action Job

No

Green Job

No

H-1B, H-2A, or H-2B Recruiting

H-2B Recruitment

Is there a formal program for training new employees?

No

Apprenticeship

No

Remote Available

No

Travel Required

Yes

Is driving an essential function of this job?

No

Is accessible by public transportation?

Yes

Pay Type and Salary

Wage Range

Wage: \$23.30 dollars per hour

Additional Information

Job Benefits

Medical Insurance, Dental, Life Insurance, Paid Time Off, 401K

Job Location

Nova Driving School

2036 North Western Ave, Chicago, Illinois 60647, United States

Nova Driving School is one of the most recognized driving schools in the Chicagoland area, serving over 20,000 students annually. We offer comprehensive programs for teens, adult lessons, Class C license instruction, Chauffeur and Livery licenses, and more. Our priority is to graduate students who drive defensively and responsibly, with instruction available in English and Spanish, utilizing a unique methodology certified by the National Safety Council.

Contact Information

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