



## **Customer Service Representative**

### **Purpose:**

Come join one of the fastest growing companies in the area! The Customer Service Representative is responsible for delivering a premium customer experience by responding to customer inquiries in a prompt, professional, accurate and courteous manner. This position will be trained to understand all products and services offered and will become knowledgeable of titles as well. Monday through Friday position with no weekend requirements!

### **Responsibilities**

- Consistently responds to customer inbound phone calls, inquires and requests in a professional manner, within company timelines.
- Greet customers and guests with a positive and professional manner and help with questions and concerns they may have.
- Process Dealer and Individual titles accurately and within company timelines.
- Perform administrative duties in the office such as data entry, word processing, filing, copying and other duties associated with CCAA documentation and service.
- Maintains a positive and professional demeanor and appearance.
- Maintain strong organizational skills.
- Opportunity for growth as the company grows.
- Computer clerk during auction events with the auctioneer staff.
- Hours and scheduling may change from time to time.
- Other administrative duties as assigned.