

## **CUSTOMER SERVICE REPRESENTATIVE**

Collision Care Xpress is growing! We are seeking a **Customer Service Representative** to help our customers through the process of getting their vehicle repaired after an accident. Collision Care Xpress is a full-service collision center providing the latest auto body repair for gas and electric vehicles from modern 80,000 sq ft facilities in central Broward County. The ideal candidate will flourish in a fast-paced and professional workplace that values positive, friendly attitudes. Collision Care Xpress is committed to your success and invested in your future. We provide the opportunities, resources, and support you need to grow and develop professionally.

### Position Overview/Job Summary:

As a **Customer Service Representative** you'll be the primary point of contact for the customer throughout the entire vehicle repair process from drop-off through the delivery of the completed vehicle, interacting daily with a high-volume of customers, both in person, on the phone, and through email, to keep them fully informed and updated on the status of their vehicle repair. You will also take great pride in using your excellent communication and problem-solving skills and empathetic nature to help customers through the process.

### Duties & Responsibilities:

- Providing exceptional customer experience to drive loyalty
- Communicating frequently with estimators, technicians and parts associates to ensure timely completion of work
- Following up with customers on the status of their vehicle based on how the customer wants to be informed and answering customer questions as needed
- Communicate effectively with others, verbal and written (must respond to emails)
- Coordinate rental car/tow companies to provide one-stop service to all customers
- Ability to achieve targeted goals as well as targeted customer satisfaction index
- Obtain all authorizations from customer to complete repairs
- If additional work is needed after the initial estimate, explain the details to the customer, including the additional cost and time consideration and document properly on the repair order
- Inspect vehicle with customer upon pick-up
- Communicate vehicle status to customer and respond to all their phone calls/emails
- Communicate with technicians, parts and team leaders to ensure timely completion of work
- Perform quality control of vehicles prior to delivery
- Deliver vehicle to customers and provide them details of work performed
- Managing multiple repairs simultaneously
- Ensuring that all administrative processes are handled in a timely and correctly
- Ensuring excellent service standards, responding promptly and efficiently to customer inquiries and maintaining high customer satisfaction
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Follow communication procedures, guidelines and policies
- On completion of work, repair orders must be closed in a timely and accurate manner
- Obtain accurate customer contact information
- Follow up progress of each repair order during the day; contact customer regarding changes in the estimate or time promised, and record changes on repair order per company protocol
- Handle telephone inquiries regarding work in process and appointments and return phone messages promptly
- Responsible for quality control to ensure that work is completed as requested and to reduce comebacks, including making sure vehicle is clean and ready for scheduled customer pick up
- Keep production manager and other team members informed of all problems and potential problems involving repairs, customers and equipment

### Qualifications:

- Must be at least 18 years of age
- Must hold a HS diploma or equivalent

- Work or educational experience must include demonstrated decision making, problem solving, effective verbal and written communication, and planning/prioritization skills
- Prior retail or customer service experience required
- 3+ years of experience in an auto repair facility is preferred
- CCC One database experience preferred but not required
- Ability to collaborate with the public, sometimes with several customers at a time

Working Conditions:

Will work in an office and outdoor setting and will be required to move throughout the 80,000sq ft facility to greet, escort, and assist customers. May be required to work weekends, evenings, and holidays at direction of management.

Opportunities for Career Growth:

Our associates have many choices for career growth and development after success in a **Customer Service Representative**. Future opportunities may include:

- CSR Director
- Automotive Collision Repair Estimator
- Parts Department Representative
- Sales Representative