



Customer Support Specialist I

Answer incoming calls from automobile auctions and dealers who subscribe to AuctionACCESS, a leader in its industry. Charged with providing exceptional service on routine matters. Answer 25+ calls per day and maintain appropriate system notes and documentation. Process and verify data from dealers and auctions.

Responsibilities

- Process data/images with high quality, authenticity, and legality meeting performance standard of 2 business days turnaround and 25+ calls per day
- Monitor quality of documents and enter missing information into the AuctionACCESS system
- Assist customers/answer questions about the system including routine and non-standard questions
- Escalate issues and inform Team Leader and/or Supervisor about problems, software bugs and needs for enhancements
- Use phone tracking software to manage calls and log activity – note caller information and progress on issues
- Serve as first line contact for troubleshooting problems with hardware
- Work with co-workers – backup others, troubleshoot problems
- Perform other duties to support effective department performance

Requirements

- High school diploma or equivalent
- Knowledge of Microsoft Office products
- Strong service orientation skills
- Excellent verbal and written communication skills and data entry
- Able to manage multiple tasks

Pluses

- Experience in a call center
- Automotive or auction experience
- Fluent in Spanish
- Associates degree or related experience preferred

Benefits and Perks

- Affordable health insurance options
- Company paid long-term disability
- Company provided short-term leave policy
- Health Savings Account
- YMCA fitness reimbursement
- Outstanding 401k match up to 6%
- Casual work atmosphere
- Free soft drinks and coffee
- Fun company activities throughout the year

AutoTec, established since 1898, a multi-generational, family-owned business, is the leading source of service and software solutions focused on the evolving needs of on-site and online marketplaces with over 60 years of experience in the automobile auction industry. Through our suite of services, we drive innovation in insurance, credentialing, vehicle history and dispute resolution.

