# **Job Title: Collision Customer Service Representative**

Job Summary:

We are seeking a friendly and professional Collision Customer Service Representative to join our team. The Collision Customer Service Representative will be responsible for interacting with customers, coordinating repairs, and ensuring customer satisfaction throughout the repair process. The successful candidate must have excellent communication skills, a positive attitude, and the ability to multi-task in a fast-paced environment.

Responsibilities:

* Greet customers and answer incoming phone calls
* Schedule appointments and coordinate repair services with customers
* Obtain repair authorizations from customers and assist with coordinating rental cars and towing
* Communicate repair progress with customers throughout the repair process
* Ensure customer satisfaction by addressing concerns and resolving issues in a timely manner
* Follow established safety procedures and guidelines
* Maintain accurate records of customer interactions and repair services
* Interact with insurance companies and adjusters to ensure timely and accurate payment for repairs

Qualifications:

* High school diploma or equivalent
* Previous experience in customer service or the automotive industry preferred
* Excellent communication skills, both written and verbal
* Strong organizational skills and attention to detail
* Ability to multi-task and prioritize in a fast-paced environment
* Good computer skills, including proficiency in Microsoft Office
* Strong problem-solving skills
* CCC1 experience highly preferred
* Valid driver's license

If you have a passion for helping customers and enjoy working in a fast-paced environment, we encourage you to apply for this exciting opportunity. We offer a competitive salary, benefits package, and opportunities for career advancement.