



SOLDIER FOR LIFE TRANSITION ASSISTANCE PROGRAM JOB LEAD

DATE OPEN:7/22/2016

DATE CLOSE: Until Filled

Job title: Total Case Specialist (Toyota Consumer Affairs Division)

Location: Clarksville, TN

Company: Agero

SALARY: \$29,500 starting wage

SKILLS/DUTIES: Handles complete case of customer service inquiries and problems associated with the servicing of the company's consumer services client base. Answers all customer contacts, including complex customer problems and/or complaints requiring interpretation, investigation and follow-up. Exercises independent influence and judgment with dealers, field and consumers to ensure early intervention and resolution where possible. Cultivates and maintains ongoing customer and client relationships.

ESSENTIAL FUNCTIONS:

- * Investigates customer concerns by working with consumers, dealers and client field staff to gain a complete understanding of entire case issues.
- * Using discretion and decision making, cases are forwarded/escalated for handling with the involvement of dealers and client field & regional staff, requiring influence at early intervention stages affecting important client business targets.
- * Determines quality problem resolution and negotiates with dealers to gain their acceptance. Intervenes with field office and/or National office to assist in resolution as required on a case-by-case basis.
- * Answers all service calls and documents as appropriate using client's case management system.
- * This includes but is not limited to: Vehicle repair complaints, Lemon Law concerns, accident and fire reports, attorney inquiries, dealer retaliation, rebate questions, incentive info, media complaints, reimbursement requests, cross-border clearances, audio and radio code clearances, financial questions based on client and relevant financial institutions, and roadside assistance direction.
- * Assigned as mentors to provide one on one training for 3-4 weeks for new hires within team and at client
- * Assigned to ensure all case coding required under the Transportation Recall Enhancement Accountability & Documentation (TREAD) Act is done properly to ensure appropriate reporting to the NHTSA on behalf of Client.
- * Key participants in Ride and Drives with Pre-Production vehicles and supply input

* EDUCATION: Associate's degree or equivalent experience. Bachelor's degree preferred.

* EXPERIENCE: 2 years of customer service experience, contact center environment preferred. Automotive industry experience preferred.

* SKILLS: Utilizes empathy, listening skills, and a professional, courteous and helpful attitude to focus on providing quality customer service. Possesses the problem solving skills necessary to make decisions and take action based on sound reasoning, and independent judgment. Excellent oral and written communication skills. Able to adapt to a changing work environment and the willingness to learn new skills and develop greater job knowledge.

* WORKING RELATIONSHIPS: Interfaces with multiple levels within the organization. Communicates with associates, customers and client representatives in a professional manner. Effectively teams with peers, supervisors, and management to achieve corporate and client goals.

* ADDITIONAL REQUIREMENTS: Minimum 45 wpm typing skills with accuracy and proficiency in MS Word.

How to apply: All applicants should apply online at Caution-www.agero.com. No phone calls from applicants please.