



Job Description
Job Title: Customer Service Specialist

Position Name: Customer Service Specialist

Employee Name: _____

Date Prepared: November 3, 2012

Date Revised: December 15, 2012

General Statement of Duties:

Responsible for the day to day front office duties of the dealership office and a property management company to include, but not limited to, taking and processing payments, daily deposit reconciliation, mail handling, auditing of completed deals, title transfers, and warranty claims. Responsible for interacting with customers and vendors in the highest customer service friendly manner in order to establish and maintain long term customer and vendor relationships.

Essential Job Functions:

1. Responsible for answering all phone calls with a smile.
2. Process all incoming mail, e-mail, and faxes, etc. as established by Midtown Motor Company guidelines.
3. Responsible for accurate processing and reconciliation of all payment and adjustment transactions as established by Midtown Motor Company guidelines.
4. Responsible for the accurate preparation and processing of all bank deposits as established by Midtown Motor Company guidelines.
5. Responsible for accurately preparing all title transfers.
6. Initiate and process warranty claims and process warranty payments.
7. Maintain marketing and customer databases and update contact information.
8. Comply with Red Flag Rules and protect privacy and personal information of all customers and non-customers.
9. Participate in weekly training meetings. Send weekly agenda topics to the Office Manager.
10. Establish and maintain long-term customer and vendor relationships.
11. Mandatory paid training in-town or out of town for up to 6 times a year.
12. Meet/exceed performance expectations and complete work within the required time frames.

Additional Job Functions:

1. Supports the mission and vision of Midtown Motor Company and demonstrates excellent customer service at all times.



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2. Understands and is committed to helping Midtown Motor Company achieve its goals.
3. Must use appropriate safety equipment and procedures at all times; must immediately report all unsafe conditions to supervisors; must be familiar with all safety features of equipment, tools or materials encompassed by job duties; and must check with supervisors (prior to job performance) if there is a question as to the safe procedure to be used for any job function.
4. Demonstrates ethical behavior as expected by our customers and vendors. Understands the personal obligation to report any activity that appears to violate applicable laws, rules and regulations.
5. Completes other duties as assigned.

Required Minimum Education and Experience:

High School Diploma or GED and minimum 1 year experience in Customer Service / Front Office function OR an Associate's Degree.

Preferred Experience:

One to three years previous related experience in customer service with progressively more responsible work experience. Positive work history.

Skills:

- Project a professional company image through positive phone and personal interaction.
- Good customer service skills with the ability to diffuse difficult customers.
- Ability to resolve routine problems and questions independently.
- Self-motivated with the ability to pay close attention to details and use time effectively and efficiently.
- Must be able to work well individually and within a team environment.
- Ability to work effectively in a fast-paced environment.
- Strong follow-up and problem resolution skills.
- Excellent oral/verbal communication, listening and telephone skills.
- Strong PC and internet skills.

Minimum License and Certificates Required:

N/A

Reporting Relationships:

Supervised By: Office Manager

Supervision Of: N/A



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The incumbent must fulfill the performance standards of this position and comply with the policies, rules and procedures.

This job description is intended to describe the general nature and work responsibilities of this position. The job description and duties of this position are subject to change, modification and supplementation as deemed necessary by Midtown Motor Company. Employees are required to comply with supervisory instructions and to perform other job duties, responsibilities and assignments requested by supervisors, managers and administration.

This job description does not constitute any employment contract between Midtown Motor Company and any employee.

I acknowledge that I have received a copy of this job description and understand that it is my responsibility to read and comprehend it. I understand that this job description may be used as a tool to evaluate my job performance. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor.

Employee's Signature

Date

Employee's Printed Name

Supervisor's Signature

Date

Third Signature (if required)

Date