



## Technical Service Representative

### Ready to Change Gears?

Percepta is currently looking for an enthusiastic Technical Service Representative who knows how to balance having fun while working hard. If you enjoy a fast paced environment and working with a great team, keep reading! Percepta excels at providing outsourced customer contact and auto dealer services including concern resolution, technical support, sales and marketing support and business process management. Our customer relationship management professionals drive effective multi-channel customer relationships from 10 locations worldwide.

### Position Summary

Extended Service Plan (ESP) Prior Approval Technical Service Representatives (TSR) handle inbound contacts from automotive dealerships, independent automotive repair facilities and customers to provide information and prior approval for automotive repairs in support of extended service contract business.

### What You'll Do

- Receives inbound contacts (calls and web) from dealerships, competitive make dealerships and independent repair facilities regarding extended service contract coverage and provides claims adjudication per contract terms and contact handling processes.
- Establish rapport and portray a knowledgeable and courteous impression to the caller.
- Through use of technology, scripts, and automotive knowledge, listens to callers' requests and provides appropriate levels of authorization in an efficient, professional manner.
- Communicate professional, grammatically correct verbal responses to customer concerns and inquiries.
- Properly log all customer contacts into appropriate contact system, to allow for an accurate historical view of a customer's contacts with the CRC.
- Identify and relay areas for improvement within the program and the CRC to the team leader
- Escalate, as appropriate, identified customer inquiries and concerns.
- Meet or exceed all program specific performance metrics.
- Continuously improve call handling skills, systems knowledge, and communications skills, thus, enhancing customer satisfaction and service level results.
- Support and sustain a positive work environment that fosters team performance through own work and behavior.
- Must be receptive to performance feedback and work on improving own skills
- Help identify and resolve conflicts with sensitivity and tact.
- Work on activities and/or projects as requested by team leader.

### Education

- High School Diploma or equivalent

### What You Have

- Must have a minimum of 1 year of customer service experience
- Automotive technical experience preferred. (e.g. technician, service advisor, service manager, etc) .
- Communicate and articulate in an effective manner
- Excellent interpersonal skills is required
- Strong working knowledge of the Internet, computers, and software (MS Office products, Internet Explorer)
- Able to typing 25 WPM
- Flexibility and adaptability in a fast-paced environment
- Communicate and articulate in an effective manner both verbal and written.
- Ability to exercise independent judgment and decision making
- Reasoning ability and logical thinking.

**Apply to: [www.percepta.com](http://www.percepta.com)**