



Title: AuctionACCESS Customer Support Specialist I

About this Job: The Customer Support Specialist I is responsible for taking incoming calls from auctions and dealers who subscribe to AuctionACCESS. The Customer Support Specialist is charged with providing exceptional service on routine matters. He/she will answer 25+ calls per day and maintain appropriate system notes and documentation. The Customer Support Specialist will process and verify data from dealers and auctions.

Reports to: AuctionACCESS Supervisor

Responsibilities/Deliverables:

- Consistently processes data/images with high quality, authenticity and legality meeting performance standard of 2 business days turnaround and 25+ calls per day
- Monitors quality of documents and enters missing information directly into the AuctionACCESS system
- Effectively assists customers/answers questions about the system including routine and non-standard questions; Escalates issues appropriately and informs Team Leader and/or Manager about problems, software bugs and needs for enhancements
- Uses phone tracking software to manage calls and log activity – accurately noting caller information and progress on issues
- Serves as first line contact for troubleshooting problems with hardware
- Works effectively with co-workers – backing up each other and troubleshooting problems
- Performs other duties to support effective department performance

Key Skills:

- Customer service orientation, helpful, resourceful phone voice
- Good communication skills – ability to receive information and document system
- Computer skills
- Teamwork, enjoy helping others
- Commitment to continuous learning

Requirements:

- Knowledge of Microsoft Outlook & Excel, computer skills
- High school diploma or equivalency; Associates Degree or related experience preferred
- Ability to work efficiently in a call center environment
- Good phone skills, writing skills and data entry
- Production orientation; Ability to work in a structured work environment
- Non-Smoker

Pluses:

- Experience in a call center
- Automotive or auction experience
- Bilingual in Spanish and English

Work Environment:

- Work in office setting with heavy computer and phone use
- Regular business hours, occasional evening work