

ABOUT US:

In 1988 ACE became the first outsource for desk reviews of auto physical damage claims. We have always emphasized that outstanding people are the key to success. Our strength and future growth depend upon the contributions made by each person within our organizations. ACE is the industry leader in auto, heavy equipment, subrogation, and property appraisal review. We are determined to stay the leader in our field and therefore invest heavily in new technology and human resources.

WHAT YOU CAN EXPECT FROM US:

- Competitive compensation
- Benefits package including health, dental, and vision coverage
- 401K plan with match
- Paid-time off with paid holiday program
- Business casual work environment
- On-the-job training

POSITION OVERVIEW:

Customer Service Representative must be a highly motivated, personable team member. He/she offers exceptional customer service, is detailed oriented, and uses good judgment. **Entry level position**; excellent opportunity for persons wishing to advance within the company. Please be advised, this is a desk job.

RESPONSIBILITIES:

- Prepare source data by compiling and sorting information
- Enter customer and account data via computer
- Retain and use wide knowledge of company procedures, specific to each client
- Answer telephones in a timely and friendly manner
- Establish and maintain effective working relationships with clients and peers

SKILLS & ABILITIES:

- Exceptional oral and written communication skills
- Excellent attention to detail and multi-tasking ability
- The ability to problem solve
- Maintain high level of accuracy
- Ability to adapt and excel in a fast-paced work environment

QUALIFICATIONS:

- 1-2 years customer service experience (preferred)
- Experience answering phones in a professional environment and guaranteeing a high level of customer service.