



Position: Customer Service Representative
Location: Saint Louis
Reports to: Customer Service Manager

About Us:

Automotive Product Consultants (APC) provides an array of services in the automotive industry and other industries. Our core service, the APC Follow-Up Program, is a proven system that provides dealerships with a second opportunity to sell sales and service customers F&I products after they have left the dealership.

Principal Purpose of Position:

The purpose of the Customer Service Representative is to assist with inbound and outbound call volume. This position is responsible for ensuring daily reports are completed and all correspondence is attended to in a timely manner. This position will also be responsible for inbound and outbound phone duties to assist in collections, vehicle inspections, and other areas as needed.

This is a full time, Monday through Friday position, hours 8am – 5pm.

Duties and Responsibilities:

- Processing daily reports
- Process incoming correspondence and assigning to agents as applicable
- Monitoring accounts to ensure files are complete
- Inbound calls to include non-delinquent billing, general claims assistance and vehicle inspection set up
- Outbound calls to include customers missing their required inspection
- Outbound calls to collect payment chargebacks (commissionable)
- Assisting with month-to-month account handling
- Assist in other areas as needed

Qualifications:

- High school diploma or equivalent
- Billing experience helpful
- Minimum 2 years of customer service experience
- Superior communication skills; both verbal and written
- Strong multi-tasking skills
- Strong attention to detail
- Intermediate level experience with Excel and MS Office Suite
- Experience working independently and with limited supervision
- Flexibility to be cross-trained in other departments

Compensation and Full Benefits:

- Competitive salary with bonus potential
- Medical, dental, vision, long-term disability and life insurance
- Matching 401(k)
- Flexible spending accounts
- Up to two weeks of vacation and two personal days within the first year

Job Type: Full-time