

RoadVantage is committed to becoming the #1 choice for auto ancillary products by providing competitive rates and innovative products and services that meet dealer's needs. This includes superior customer service, and best-in-class claims service through our multichannel contact service center.

Our claims team members help make RoadVantage a successful, energetic, and forward-moving organization. We value a commitment in training and development of all team members along with a keen focus on making the customer experience a truly positive one. As a company based on solid core values, at the end of the day, it's about making a difference and having a little fun along the way. That's what makes the RoadVantage so unique.

If you are a college student, recently left the military, recent graduate, or have a decade of experience under your belt, you can find opportunities at RoadVantage, because we believe in nurturing an environment that provides opportunities for growth, advancement and innovation.

Position:	Claims Service Representative. Working in a contact center environment and as a member of first notice of loss team, you will take first loss reports over the phone or via chat to determine coverage eligibility, repair and/or replacement costs for eligible losses. Additionally, you will assist customers with status inquiries regarding existing claims.
Salary:	New hire starting at \$15.50 an hour
Schedule:	Initial schedule includes a 3 week training period. General scheduled hours will be 8:00 to 5:00 M-F. Saturdays on a rotational basis is required. Part-time schedules are also available.
Key Responsibilities:	<ul style="list-style-type: none"> ▪ In a contact center environment, will take first loss reports over the phone or via Chat ▪ Complete initial claim reports submitted by service writers/advisors, their representatives or directly from contract owners and submits to claim examiner for adjudication. ▪ Determines contract entitlement and eligibility for first party losses. ▪ Documents damage and loss by obtaining cost/prices/labor costs ▪ Provide claim information/status to existing open or pending claims and communicates updates to assigned claims examiner. ▪ Deliver outstanding service to our customers and fulfill the customers' needs. ▪ Demonstrates the ability to effectively handle difficult situations. ▪ Requires ability to adjust schedules to meet changes in work volume
General requirements	<ul style="list-style-type: none"> ▪ Exceptional customer handling skills with previous experience in a call center highly desirable. ▪ Critical Decision-making skills required. ▪ Strong computer skills using multiple Windows applications along with excellent navigation skills and the ability to multitask using multiple applications. ▪ Ability to type a minimum of 45 words per minute with 90% accuracy. ▪ Excellent attention to details, analytical mindset, communication and interpersonal skills ▪ Organizational and multi-tasking abilities ▪ Must be able to pass a background check and drug screen prior to offer ▪ Previous call center experience desired but not required.

Note: The information listed above is intended to describe the general nature and level of this position. Essential functions and responsibilities may change as business needs require.

RoadVantage is an EEO/AA Employer