

# Customer Service Representatives

Successful candidates will be primary contacts for inquiries regarding automotive warranty coverage and benefits received via telephone, fax, or mail from consumers, repair shops, dealerships, and field representatives. The individuals in these positions will utilize their superior customer service skills to provide excellent customer service by answering all inquiries accurately and professionally. Bi-lingual (fluency in both English and Spanish) candidates are strongly encouraged to apply.

## Qualifications:

- High School Diploma or GED required; some college preferred
- Customer service experience, including extensive telephone experience
- Customer service oriented with a professional demeanor
- Excellent written and verbal communication skills
- Strong telephone and computer skills
- Accurate with great attention to detail
- Strong listening/comprehensive skills
- Extremely patient with ability to tolerate large volume of complaint oriented calls
- Highly adaptable with a positive, professional attitude

We offer competitive hourly pay with generous benefits available. Our convenient location in Hanover, MA (South Shore) is an easy commute from Boston or The Upper Cape.

To respond to this opportunity, please contact us at:

## Contact us today by fax or e-mail!

Fax: 781-261-2522 Attn: HR

or email: [careers@royaladmin.com](mailto:careers@royaladmin.com)

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