

Junior Claims Quality Agent - Bulgarian speaker

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Company: AUTO1 Group

Location: Romania

Category: business-and-financial-operations

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Company Description

Choose challenge. Choose pace. Choose growth.

Our customer service is not only the first point of contact for our customers but also the flagship of our company. By providing superior and unique services, we ensure that our customer's expectations are consistently exceeded and customer satisfaction is always outstanding.

Be part of our colorful and motivated customer service team and contribute to the professional phone support of our private customers by coordinating appointments for our branches. With your support, you will help to continuously improve our service quality.

Your new Role

Being part of our Operations team, you will work with focus on these topics:

- Talk by phone and e-mail with the network of car partners, advise them for submission a claim and regarding the transport status;
- Talk by phone and e-mail with partner carriers regarding the transport status of the cars purchased by the car partners;
- Will monitor inbound and outbound calls and emails responses to assess associates demeanor, accuracy, customer service performance, and conformity to company policies and procedures;
- Ensures that it meets the business objectives and procedures of the company in communication and solving the cases of car partners;

- Ensure that car partners are kept constantly informed of the status of their complaints and transport;
- Checks the complaints received and ensures that the damages were not specified in the data sheet;
- It is ensured that the evidence received as a result of the complaints is in accordance with the company's objectives;
- Ensure customer satisfaction by taking their requests into consideration;
- Provide innovative solutions for problem-solving upon reviewing data;
- Ensure that all procedures are up to legal standards and regulations;
- Maintain a database of all quality reports, reviews, statistics and other documents for future use and reference;
- Provides feedback to the contact center team leaders and managers;
- Prepares and analyzes internal and external quality reports for management staff review.

Your Skills

- At least one year of work experience as a quality assurance manager in call centers / BPO;
- Bachelor's degree;
- Native or Advance Bulgarian speaker;
- Fluent in English (spoken and written);
- Excellent verbal, written and interpersonal communication skills;
- Exceptional listening and analytical skills;
- Outstanding customer service skills and dedication to providing exceptional customer care;
- Automotive knowledge will be a plus;
- Proficient with Microsoft Office (intermediate Word, basic Excel);
- Solid time management skills;
- Problem solver, self-driven and very good assertiveness.

Our Offer

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