The Customer Relations Advocate will be representing the automotive industry by answering telephone calls from existing and prospect customers. In this role, you will be empowered to “do what it takes” to leave a customer with the very best impression of the Brand. Delivering exceptional customer experiences is the only priority. In the role, you will be recognized and rewarded for providing these exceptional experiences.

Anyone applying for this role should:
- Be a professional interested in starting a career in the automotive industry.
- Understand what it takes to deliver an exceptional experience.
- Have excellent written and verbal communication skills.
- Have a history of not only getting the job done, but getting it done effectively and efficiently.
- Enjoy and be proficient with the use of technology (Bluetooth, iPods, iPads, Streaming, and other cellular devices).
- Be able to take a common sense approach to solving customer questions and concerns.
- Leave everyone they come in contact with a professional opinion of the center.
- Demonstrate a strong work ethic and moral standard.
- Be a fast learner who is able to put what they learn into practice.
- Have the desire and ability to grow within the organization.

Essential Functions:
- Ability to leave a customer with a great impression of a Brand.
- Demonstrate fiscal responsibility and exercise clear business reason when making decisions.
- Formulate creative business solutions to achieve superior customer satisfaction.
- Ability to quickly and accurately document information.
- Ability to understand and properly apply Policy and Procedure.
- Properly document customer information in a CRM tool.
- Provide owners with answers to questions regarding vehicles, features, and services.
- Work with a team to resolve customer/vehicle issues.

Qualifications:
- Required Skills
  - Ability to work in a fast-paced, extremely customer-focused contact center
  - Self-motivated
  - Demonstrate strong business decision-making skills
  - Demonstrate proficiency with the use of technology (Bluetooth, iPods, iPads, Streaming, and other cellular devices).
  - Familiar with social media/online environments
  - Ability to interact with professionalism and maturity
  - Ability to work independently, yet be a team player
  - Display strong interpersonal skills.
  - Excellent verbal and written communication skills
  - Ability to adapt and act quickly to process change
  - Ability to multi-task and have strong attention to detail
  - Strong Windows/PC skills

Minimum Education Requirements:
- Degree preferred, but not required.

Prerequisites to Apply:
- Ability to work shifts from 8 AM to 10 PM
- Minimum two years in a customer service role
- Complete written assessment
- (Internal): Strong attendance record
- (Internal): You must not only meet, but exceed Customer CARE Center standards
  (Quality evaluation average of 90% or higher for both call and case evaluations for prior three months)

Hours of Operation: Monday thru Friday 8am-10pm for an 8 hour shift.

Interested candidates may apply with an updated resume to:

Lindsay Smith at Lindsay.Smith@Modis.com or call with questions 248-355-5284.