



Customer Service Representative

Glaser's Collision Centers is looking for a full time, experienced, customer- and quality-oriented Customer Service Representative to join our team. As a business built on quality customer service, we are looking for a dedicated individual who enjoys interacting with others while helping customers through the collision repair process.

Glaser's Collision Centers is a family of craftsmen who back our work with a lifetime warranty and take care of all customer's collision repair needs. Our mission is to have the right team who are accountable to the customer, each other, and themselves. Perform high standard repairs, always fixing it the right way, with a focus on maintaining the safety and value of the investment. Serving the area for 35 years, we are locally owned, and family operated. We have four locations: Louisville, Jeffersontown, Bullitt County, South Louisville.

Qualifications Needed:

- Ability to perform receptionist tasks in a timely and professional manner in a team setting.
- Proficient computer skills and customer service experience is desired.
- High level of organization, professionalism, responsibility, and commitment expected.
- Professionalism at all times and excellent communication skills, and a desire to build strong customer relationships.
- Experience with CCC One, handling insurance company relations is a plus,
- Must provide employment references from past employers
- Mindset to follow Glaser's Core Values: Good Attitude, Teamwork, Excellence, Quality, Customer Service, Accountability and Passion

Primary Duties:

- Greet customers and assist with all aspects of the customers' repair process
- Update, communicate and assist customers throughout the repair process
- Update and communicate with insurance companies throughout the repair process.
- Maintain a positive relationship with the customer, insurance company and vendors.
- Perform any combination of the following tasks: responding to customer request, scheduling estimate appointments, placing customer phone call reminders, preparing documents for incoming customers, post payables, coordinating service requests and additional clerical work as needed.

Position is full time, Monday - Friday 7:50am - 5:00pm

Benefits include but not limited to:

- Competitive hourly rate. Rate is dependent on employee's experience
- Health and dental insurance
- Short- and long-term disability insurance
- 401K with company matching
- Paid vacation (starting at 1 week, progressing to 3 weeks)
- Paid holidays
- Advancement opportunities for motivated candidates

- Uniforms

Ideal candidates:

- Highly motivated self-starter
- Must have a valid driver license
- Drug free and drama free - must be able to pass a drug test