

**May be Tire Kingdom or another location**

**General Summary:**

This position is responsible for improving retention through effective complaint resolution. The Customer Service Specialist assists retail customers in resolving service concerns regarding their store experience. The successful candidate will demonstrate a positive attitude, superior problem solving skills and the ability to multi-task while maintaining a pleasant demeanor with all customers.

**Primary Responsibilities:**

- Assist customers in documenting and resolving service complaints via phone, email, and social media
  - Prioritize urgent matters and complete all daily assignments
- Research and resolve escalated incidents with the support of field management
  - Communicate with management to negotiate resolutions
- Escalate incidents when necessary to management or field leadership
  - Ownership of incident from inception to resolution to follow up
    - Additional duties as assigned by management

Job Requirements:

**Education & Experience:**

- High School Diploma or its equivalent, 2 or 4 year college degree in related field preferred
- In-depth knowledge of automotive service products and repair procedures, ASE Certification preferred
  - Effective organization, communication (verbal and written) and interpersonal skills
    - Effective reasoning, analytical and problem-solving skills
    - Ability to work effectively under deadlines and handle varying workloads
- Computer proficiency with Word, Excel, PowerPoint and Outlook; ability to acquire new computer skills quickly

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