

Customer Support Rep

"Your Satisfaction is Our Future!"

AFR Services • 1820 Preston Park Blvd, Ste 1100 • Plano, TX 75093

AFR Services, a national provider of flood zone determinations, automated valuations (AVMs), property inspections, insurance tracking and insurance products, is currently looking for an energetic, people-centric professional to join our Customer Support team.

PRIMARY JOB FUNCTIONS:

- Basic administrative tasks, including answering busy phones, responding to customer emails and handling customer faxes.
- Data entry of new service orders, generally for flood determinations, into proprietary database. This also includes making edits to in process and/or existing requests and thoroughly understanding how edits will affect determinations (zone changes, billing issues, additional fees, etc), communicating this to the customer.
- Effectively use productivity software (Word, Excel, Outlook) to respond to and handle customer requests, including navigating through forms and formatting spreadsheets.
- Effectively utilize resources to investigate and resolve problems, deferring to the Customer Support Manager or a Senior Customer Support Representative as appropriate.
- Ability to extract appropriate information from customers in a friendly manner.
- Gain ability to interpret technical documents.
- Become an expert user on the company's website.
- Troubleshooting internal and external technical problems (website, fax server, log in issues, etc) – submitting an IT ticket when appropriate.
- Develop a basic understanding of the company's products and services.
- Knowledge of FEMA and NFIP procedures helpful but not required.

MINIMUM JOB QUALIFICATIONS:

- High school diploma or equivalent.
- Minimum 2 years' experience in a call center environment, preferably Tier I Technical Support for Insurance, real estate or banking.
- Must have a flexible schedule (ability to work a full-time schedule between 7:00 am and 7:00 pm).
- Punctual and dependable with a professional appearance and demeanor.
- Excellent written and verbal communication, solid command of the English language and grammar.
- Must be able to multi-task and have intense focus on details, even with frequent interruptions.
- Must be sharp and adaptable, able to keep up in a multi-paced environment.
- Typing (40+ WPM) & Data Entry (8,000+ KSPH), with 100% accuracy.

ADDITIONAL INFORMATION:

- Office setting – Sitting 8 hours per day, heavy computer usage, and may bend, stoop and lift up to 20 pounds.
- Office and building are smoke-free environments in accordance with City ordinance.

TO APPLY:

Submit a copy of your resume (.doc or .pdf format only) to rbenton@afrservices.com and include the position title in the subject line.

Health and Dental Insurance, Vacation and Personal time and 401(k) with company match are a few of the benefits offered after probationary periods.