



603 West Park Street  
Sheldon, Iowa 51201  
712-324-5061 or 1-800-352-4907

## **JOB OPPORTUNITY**

**Company: CCC Information Services Inc.**

100 S. Main Avenue  
Sioux Falls, SD 57104

**CUSTOMER SERVICE REPRESENTATIVE:** This position involves the processing of inbound telephone calls and data entry of vehicle data on potential total loss insurance claims. In this role, individuals will work exclusively with Claims Adjusters from the nation's top insurers. This is a remote position which is managed by our Sioux Falls, SD service operations center which employs over 200 employees. This position requires the ability to travel to our Sioux Falls office multiple times during the year for training purposes. Starting wage is between \$13.00 - \$14.50 per hour

- Receive initial calls and obtain all pertinent vehicle information from potential Total Loss claims
- Ensure that all vehicle information is entered into the system completely and accurately
- Communicate the vehicle value from the database to the caller
- Forward calls on vehicles that require calculation of the replacement value to respective department
- Process other incoming work such as faxed requests and dealer inventory updates while maintaining productivity and quality standards.

### **Qualifications**

- No prior insurance or automotive experience is required, as we will train individuals that have are willing to continue to learn and be developed
- High School Diploma
- 2-3 years prior customer facing experience required
- Excellent verbal and written communication skills. Ability to work remotely with minimal supervision
- Attention to detail. Ability to multi-task
- Keyboarding skills. Possess a positive attitude and desire to provide outstanding customer service