

AAA Customer Service Representative Job Description

Duties and Responsibilities:

- Receive through telephone and respond to requests for emergency road service professionally with assurance and empathy
- Request the necessary information from member needing emergency road service and ensure a high degree of accuracy in entering data into an automated dispatch system; apply software programs to help in accurately mapping the location of the member and identifying tow destinations
- Attend to members concerning arrival times, policies, products or services, and delays; ensure members' requests and/or complaints are resolved to their satisfaction by applying problem-solving skills
- Identify and take advantage of opportunities to cross sell programs, including promotions, battery service, and memberships
- Carry out other job-related tasks as may be directed by management.

AAA Customer Service Representative Requirements – Skills, Knowledge, and Abilities

- Possess High School Diploma or an equivalent qualification such as the General Education Degree (GED)
- Strong ability to operate as a team player and to easily adapt to changing conditions and priorities
- Strong sales skills
- Strong ability to maintain a high degree of customer service and to recommend and sell products and services to members
- Strong interpersonal and communication skills to be able to exchange information effectively through spoken word both on the phone and in person
- Strong basic mathematical skills; excellent problem-solving skills; and good knowledge of computer software programs

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- Strong ability to operate and maintain office equipment, give attention to detail, and to write information accurately and neatly
- Strong ability to keep official information confidential
- Previous work experience taking calls
- Strong ability working in a high-stress, fast-paced environment
- Strong geographic knowledge of AAA Club territory as well as the ability to read maps.