



Impartial Services Group, LLC
Providing the bridge to innovative customer support solutions!

Are you seeking a chance to grow, see a case start to finish, and work regular daytime hours?

Founded in 1996, Dallas based Impartial Services Group, LLC (“ISG”) provides innovative, business process outsourced solutions to automakers to help them prevent and manage vehicle repurchases, respond quickly and appropriately to elevated customer issues, inspect third party performance, and achieve higher levels in sales, warranty and customer satisfaction.

ISG currently has a number of openings to support its automaker clients. We seek candidates having strong customer service experience (automotive, mortgage, insurance, and financial industry experience preferred but not required). Successful candidates will be self-motivated, accountable for their work, goal oriented, a team player, highly organized, good communicators, and possess a strong work ethic and exceptional customer service skills.

Current Openings:

Client Reacquisition Coordinator: Negotiate and/or present financial terms to customers on behalf of automaker and in accordance with Lemon Laws. Communicate with lien holders and dealerships to obtain payoffs and purchase information.

Reacquisition Administrative Coordinator: Assist coordinators processing transaction documents, contact dealerships to coordinate surrender of vehicle, create outgoing financial package, and follow-up with parties as required to achieve compliance goals.

Investigation to Resolution Coordinator: Resolves vehicle owner concerns by gathering facts (via phone interviews) pertaining to customer reported problems, developing and recommending an action plan to resolve problem and/or address concerns, acting as a liaison between vehicle owners, automaker, dealership, and independent field inspectors, and present customer retention offers to vehicle owners.

Vehicle Title Specialist: Makes outbound calls to financial institutions, dealers, and owners to obtain title/title documents needed required to re-title vehicle. Diligent follow-up and documentation of case status are essential responsibilities of this position. Additional responsibilities include the processing of paperwork required by individual states to complete re-title process and follow-up accordingly, corresponding with customers and other departments in a timely manner, and performing other special projects as required.

Minimum Skill Requirements for All Positions (3+ years experience):

- Excellent written and verbal communications skills.
- Highly organized, excellent time management skills, and ability to work independently.
- Previous outbound telephone customer service experience (2+ years).
- Strong desktop computer and database applications skills (Lotus Notes a plus).
- Ability to solve day-to-day problems and address normal business issues.
- Ability to maintain a professional customer service based relationship with clients, customers and team members.
- For Titling Specialist, experience within the areas of automotive titling, collections, and/or outbound customer service a plus.

Education Requirements:

- Higher education in business or related field from an accredited institution preferred but not required.

Benefits:

- Cross training and growth opportunities for those that want to stretch their potential!
- No late nights or weekends required.
- Medical, dental, vision, short and long term disability and life insurance plan.
- 401K with matching plan
- Employee performance incentive plan rewarding teams and individuals for meeting Standards of Excellence.
- Join a fifteen (15) year old successful company recognized as an industry leader.

Turn an opportunity into reality! Apply now to HR@impartialservices.com (please be sure to include salary requirements and current contact information).