



# Customer Service / Call Center positions available...

The Automobile Club of Southern California has been in business for over 100 years because of its dedication to its members and its commitment to making sound financial decisions.

The Auto Club has immediate entry-level customer service positions available in its

## Long Beach Emergency Road Service ("ERS") Call Center.

### Job Requirements:

#### Available positions:

- **30-40 hours per week only**
- **Paid 4 week training is mandatory** (without missing any time or days), Monday through Friday from either 7:00AM - 3:00 PM or 3:00PM - 11:00PM.

#### Responsibilities:

Our Long Beach Roadside Assistance Specialists:

- Use automated systems and computers to deliver world-class customer service to Auto Club members and contacts
- Recognize and diffuse escalated member situations in a patient, professional and courteous manner
- Provide effective and timely resolution of a range of member inquiries, placing appropriate levels of urgency on each contact
- Actively listen, build rapport and display empathy
- Build customer satisfaction and loyalty
- Display a consistently positive, professional and cooperative tone with members, contacts and coworkers
- Thrive in a fast-paced, rapidly changing, high volume work environment
- Provide punctual, regular and consistent attendance
- Remain flexible to work holidays and weekends in order to meet the constantly evolving customer service needs of our members
- Understand that their schedules change (including start times) periodically because of the business needs of a 24 hour, 7 day a week call center
- Receive competitive compensation and a variety of company benefits (depending on position)

#### Requirements:

Candidates must possess the following:

- High School diploma or GED
- 1 year demonstrated customer service work experience (**Call Center** experience preferred, but not mandatory)
- Ability to analyze/resolve problems and adapt to change
- Superb telephone etiquette
- Solid vocabulary, math, and multi-tasking skills
- Fluency in English, including stellar verbal and written communication skills
- Basic computer skills with a minimum 30 wpm keyboarding level
- Ability to attend a 4 week mandatory paid training (without missing any time or days)
- Flexibility to work weekends, holidays, and other varied shifts as assigned

**The positions will begin in December, but we are starting process right now, it takes about a month for each candidate to get through the process if they are hired. All positions are full time with benefits. The starting pay for 1 month training is \$11/hr and after training the pay increases to \$12.89/hr with opportunity for raise after 90 days.**

**The best way to apply to our job opening is directly on the website at: [www.aaa.com/careers](http://www.aaa.com/careers). Each candidate will go through a screening process that will take about 15 minutes and if you pass the screening and meet basic qualifications you will be contacted by a Recruiter for a phone interview.**

#### Referred by:

### METRO NORTH WORKSOURCE CENTER

342 SAN FERNANDO ROAD

LOS ANGELES, CA 90031

TEL. (323) 539 -2000

Mon, Wed & Fri 8am-5pm/Tue & Thu 8am-7pm /1<sup>st</sup> & 3<sup>rd</sup> Sat 9am-1pm



*Auxiliary aids and services are available upon request to individuals with disabilities. For more information, call (323) 539-2000. Goodwill Southern California provides, upon request, reasonable accommodation to ensure equal access to its programs, services and activities. The TTY/TTD phone number is (323) 539-2057 Please contact our staff 72 hours in advance. – Equal Opportunity Employer/Program*