

***Please do not respond to direct messages with your personal information. All job applications and your sensitive, personal information should only be submitted via our official job platform.***

**External Job Title:** Bi-lingual Customer Support Representative- Spanish or French

**Internal Job Title:** Claims Support Specialist

**Location:** US - SC - Greenville - Onsite

**FLSA:** Non-exempt

**Shift Times:** 11-8

**Class Start Date:** 9/8/2025

**Job Overview:**

This position provides support to agents, clients, and customers by adjudicating claims, providing claims status, and resolving or escalating customer issues. Communicate effectively with all levels of the organizations. In executing the duties of the role, claims adjuster will ensure the proper documentation, adjudicate per the terms and conditions of the contract, utilizing available resources, and meet schedule expectations informing management of any changes.

**Job Responsibilities:**

- Handling claims related calls per work schedule performing within defined metrics
- Order inspection when applicable
- Follow proper claims procedures as outlined in training and feedback provided by QA or Supervisor
- Master understanding of clients, agents, and contract terms and conditions
- Understand exceptions based upon dealership, agent, or client as noted in system
- Escalate issues to team lead, supervisor, or managers when unable to de-escalate
- Notify Supervisor when possible fraud is suspected
- Participate in all training as required to perform the duties of the role
- Keep record phone calls and transmit claim forms to Dealership or Repair Facility
- Drive the status of the claim within the Safe-Guard system
- Receive documentation and organize by claim number
- Order an appraisal when claim is over threshold amount or possible fraud
- Send letters to customers and copy dealership if necessary
- Send missing information letters to customers if documents are missing and copy Dealership if necessary
- Notate the system
- Adhere to Quality Assurance Guidelines
- Ensure premium is first received from Dealership before issuing checks

*The above statements are intended only to describe the general nature of the job and should not be construed as an all-inclusive list of position responsibilities.*

**Job Requirements:**

- High School Diploma or equivalent

- Minimum 1-2 years of experience in customer service, insurance claims, call/claims center environment.
- Proficient computer skills and the ability to troubleshoot and service policy issues
- Strong interpersonal, analytical and problem-solving skills
- Superior verbal/written skills and communications skills
- Ability to exercise sound judgment when interacting with customers and vendors
- Attention to detail and ability to handle complex situations
- Proficient in Windows and MS-Office Products (Outlook, Word, PowerPoint & Excel)
- High attention to detail, good attendance, spelling, mathematical, grammar
- Ability to analyze complex-detailed reports
- Must be authorized to work in the U.S
- Must be able to successfully pass a background check

***Please note that Safe-Guard has a mandatory training and 90-day introductory period. During the first 90 days, it's important for new team members to adhere to their training and work schedules. The introductory/probationary period is key for training and learning, so being present and punctual is critical to success of the new hires. Candidates seeking this role must have the ability to arrive to work on time and be able to remain present during the full 90-day training and introductory period***

#### **Job Preferences:**

- Experience within Automotive Industry
- College degree
- 2+ years of experience in a high-volume Call Center
- 2+ years of experience in automotive insurance or warranty claims
- 1+ year of experience with in an automotive repair or tech role
- **Bilingual or Trilingual with the ability to read, write and speak English and French and/or Spanish in a business setting**

#LI-Onsite

#### **Company Benefits:**

- Medical, Dental, and Vision Insurance
- Flexible Spending Account
- Health Savings Account
- 401(k) Plan with Company Match
- Company-paid Short-Term and Long-Term Disability
- Company-paid Life Insurance
- Paid Holidays and Vacation
- Employee Referral Program
- Employee Assistance Program
- Wellness Programs
- Paid Community Service Opportunities
- Tuition Reimbursement
- Ongoing Training & Personal Development
- And More!

## **About Safe-Guard Products International**

Safe-Guard Products International is the leading provider of branded vehicle protection products in the finance and insurance space to the automotive, RV, marine and motorcycle/powersports industries. We are a proud partner to Original Equipment Manufacturers (OEMs), top retailers, and independent agents across the United States and Canada. In nearly thirty years, we have grown to power a client roster of over 50 leading protection brands and protect over 16 million consumers under Safe-Guard contracts. Our success is driven by over 700 employees, who serve over 12,000 dealers and support contract holders across the U.S. and Canada.

Safe-Guard continues to experience dynamic growth and has earned a stellar reputation from our clients, dealers, and peers by providing: 1) the highest quality protection products in the industry, 2) a broad platform of branded product, technology, marketing, and training solutions, and 3) an unwavering commitment to uncomplicated care and customer service.

Safe-Guard Products International is an equal opportunity employer and gives consideration for employment to qualified applicants without regard to age, race, color, religion, creed, sex, sexual orientation, gender identity or expression, national origin, marital status, disability or protected veteran status, or any other status or characteristic protected by federal, state, or local law.