

Job Title: Title Specialist

Job Summary:

The Title Specialist plays a crucial role in managing and maintaining the integrity of title documentation for BigRig Group. The Title Specialist will be responsible for the daily processing of vehicle titles. Through a thorough understanding of corresponding state and local title processing regulations and Copart policies, the Title Specialist will answer questions; provide support and facilitate the BigRig Group experience through offering solutions to meet customers' needs. In addition, the Title Specialist will maintain file documentation, update customers on file status, and maintain accurate records of vehicle titling within company guidelines. The Title Specialist will be the face of the company through face-to-face and vocal interactions with all levels of customers which range from the general public to high-level managers of organizations. This position involves handling various aspects of title work, ensuring compliance with legal requirements, and facilitating seamless transactions for our clients.

Key Responsibilities:

- Efficiently and accurately identify/analyze vehicle title/ownership documents within company guidelines.
- Provide excellent customer service to all internal and external customers.
- Process vehicle titles in accordance with province guidelines.
- Research missing and/or incorrect title paperwork and determine proper resolve in a timely manner.
- Communicate with customers via email or verbally to handle title issues daily.
- Verifying, processing, and creating copies of legal and financial documents
- Submitting legal transfer documents to relevant state government departments
- Answering incoming calls, resolving client complaints, and answering client questions
- Maintain title bin filing as necessary.

Qualifications:

- HS diploma.
- Two years customer service experience.
- One year vehicle title processing.
- Computer proficiency (MS Office Word / Suite).
- Excellent customer service skills and attitude.
- Excellent communication skills - verbal and written.
- Must be able to work under pressure and meet time sensitive deadlines.
- Must be able to multi-task.
- Must be able to work independently with little supervision.

- Must be able to view a computer screen for a significant portion of the work day.
- Strong attention to detail.
- Title knowledge of local and surrounding states is preferred.
- Strong organizational skills.
- Must be able to work overtime schedule as needed.