



Open Position:

Insurance Specialist

About the Opportunity:

Responsible for coordinating total loss and gap insurance claims with insurance companies. (Total loss)

Responsible for coordinating repairable insurance claims with customer and repair facilities. (Repairable)

- Contact insurance company to confirm coverage and requirements needed to receive a claim check.
- Send out "Letter of Guaranty" (guarantees title in exchange for insurance proceeds) .
- Monitor progress of insurance claims.
 - Make sure repairable vehicles are repaired, shops are paid by insurance and customer gets back into the vehicle.
 - Make sure total loss claims are processed timely and insurance claim proceeds are sent to CPS.
- Process Substitution of Collateral (SOC) when qualified.
- Handle GAP insurance claims on contracts that have a GAP policy that qualifies for a monetary benefit.
- Send out "BIF" (balance in full) to customer when appropriate.
- Route accounts to appropriate department after vehicle is repaired or charged off.
- Maintain a professional and customer-friendly manner with each account and contact. Display a willingness to take direction, work cooperatively with management and co-workers, and project a positive demeanor. Conduct oneself in a professional manner at all times.

About the Company:

CPS is a national auto finance company specializing in financing consumers with past credit problems. CPS has been in business for 20 years and serves over 4,000 auto dealers across the U.S. The CPS finance program allows customers with past credit problems to drive a reliable later model used car while rebuilding their credit with on time payments.