



B2X is a leading customer care service provider located in Raleigh area and we are looking to bring on individuals who take pride in their work and have a desire to provide market leading in-home services for white goods and televisions.

B2X is passionate to achieve the ideal trade-off between service innovation and operational excellence for its customers, creating sustainable value through increased customer satisfaction and growing

For our team, we are looking for individuals based in Raleigh, North Carolina Area to join as:

Warranty/Billing Agent

B2X seeks an experienced Field Services Professionals to help build a new team to lead the market in customer service. In this pivotal role, we are looking for individuals who have a desire to provide superior customer care solutions for our in-home service programs for consumer electronics and white goods. Initial Service Area will be primarily for the Raleigh-Durham/Greensboro/Fayetteville Service Area.

Your key responsibilities:

- The Warranty & Billing Agent is responsible for the administration of all aspects of warranty program for our client. Position will administer warranty claims that are received in relation to the client's products and provide billing support in conjunction to the warranty program.
- General Office administration responsibilities demonstrating understanding of core functional aspects of administrative tasks, clerical functions, and client services/customer service.
- Position will need to use in-house systems for processing claim administration
- Ensure quality, speed, innovation, flexibility and excellent customer services to the overall claims warranty/validation process
- Support in the building and maintaining a high-performing unit that is both, business and employee focused.
- Work as competent member of team and actively supporting company and team goals
- Serve as point of contact for matters relating to warranty claims
- Assessment of warranty claims to determine if claim complies within the rules of the warrant and makes decision regarding claim validation
- Assessing and organizing and completion of paperwork pertaining to claims
- Ensure correct filing and storage of paperwork/records/electronic documentation if needed at later dates
- Liaison with various departments through the claim validation process
- Possible contact with engineering/technical services personnel to schedule work carried out as part of a claim
- Arrange for delivery of parts or replacement items if claim requires, when necessary
- Keeping abreast of company procedures/policies to ensure claims are assessed in accordance with established parameters
- Perform billing/invoicing tasks associated with warrant program
- Additional duties/tasks as assigned

Your qualifications:

- 3+ years of business experience in warranty/claim administration preferably
- Experience in production or manufacturing environments a plus
- 3+ years of billing/invoicing experience
- Undergraduate degree from a recognized educational institution or equivalent work experience preferred

What we offer:

- Competitive pay based on experience
- Group Health Benefits, Dental & Vision
- Short Term Disability, Long Term Disability and Life Insurance
- Vacation leave and paid holidays
- 401K Retirement Plan
- Incentive/Bonus Program
- Employee Referral

Are you interested?

Please provide your resume, references and salary expectations to Debra.Aiken@b2x.com.

Information: www.b2x.com