Customer Service Representative

Location: Mt. Joy, PA — On-Site, Monday–Friday, 7:30 AM–4:30 PM

Employment: Full-Time, Permanent

Compensation: Competitive salary based on experience + full benefits package

WHO WE ARE

Founded in 1953, Interstate Fleet Inc. is a nationwide, family-owned independent fleet leasing, management and automotive services company headquartered in Colmar, PA. For more than 70 years we have helped businesses of every size control fleet costs, maximize vehicle uptime, and simplify administration so our clients can focus on what they do best.

Interstate Service Centers are the automotive maintenance division of Interstate Fleets, providing all manner of automotive preventive maintenance and repair. With four locations across Southeastern Pennsylvania, Interstate Service Centers bring reliable, trustworthy automotive expertise to both commercial and retail customers.

We are proud of the culture we have built, one rooted in trust, low turnover, and genuine investment in our people. When you join Interstate, you are not just filling a seat, you are starting a career.

THE OPPORTUNITY

We are growing and looking for an enthusiastic, detail-oriented Customer Service Representative to join Mt. Joy Service Center Team. The role acts as the primary contact for service center clients, managing inquiries, scheduling appointments, processing payments, and bridging communication between customers and staff.

You will work closely with our experienced Service Center Manager to keep daily operations running smoothly and all ensure client needs are met. You will be the welcoming face customers see when they enter and helpful, empathetic voice they hear when calling. This is a fully on-site position at our Mt. Joy, PA service center, Monday through Friday, 7:30 AM to 4:30 PM.

WHAT YOU'LL DO

Customer Support

- Greet service center visitors, answer incoming phone calls, emails, texts, and chats in a professional manner.
- Ensure customers' needs are met to their satisfaction and when not, handle customer complaints with empathy while coordinating with the Service Center Manager to ensure satisfaction.
- Book and confirm service appointments, helping reduce no-shows and manage calendars.
- Relay repair updates, costs, and timelines between technicians, the Service Center Manager, and customers.

Service Center Operations Support

- Assist the Service Center Manager with day-to-day administrative tasks to ensure a smooth client experience
- Prepare and track quotes, invoices, and correspondence on behalf of the service center
- Track and process payment for services
- Serve as a reliable point of contact for internal coordination and follow-up
- Build relationships with both customers and colleagues

WHAT WE'RE LOOKING FOR

We are not expecting you to arrive with all the answers, we will train the right person. What we do need is someone who brings the right foundation and mindset.

Required

- Experience in a high tempo, customer facing role
- Have excellent interpersonal skills, with the ability to grow and nurture relationships
- Professional demeanor and customer service instincts
- Exceptional attention to detail and ability to be highly organized in a dynamic workplace
- Strong written and verbal communication skills
- A curious, coachable mindset with a genuine desire to learn
- Ability to manage shifting priorities calmly in a fast-paced environment
- Proficiency with Microsoft Office tools and comfort with new software

Preferred (We Will Train the Right Person)

- Prior experience in administrative support, fleet operations, or a related field

COMPENSATION & BENEFITS

Interstate Fleet Services offers a competitive total compensation package, including:

- Competitive salary, based on experience
- Medical insurance
- 401(k) retirement plan
- Paid vacation and PTO
- 6 paid company holidays
- A stable, team-oriented workplace where tenure is measured in decades, not months
- Real opportunities for career growth and skill expansion based on your performance and initiative

WHY INTERSTATE FLEET SERVICES?

We have been in business for over 70 years because we invest in the right people and give them the tools to succeed. Our team enjoys a structured Monday–Friday schedule, a collaborative service center environment, and the satisfaction of working for a company whose clients genuinely rely on us.

We believe in promoting from within, recognizing initiative, and giving talented individuals room to grow. If you are looking for you're a new, professional role and want to build a real career, not just find your next job, this is the place.

HOW TO APPLY

Interested candidates are encouraged to submit a resume and a brief cover letter describing why this role is a strong fit to Aly Malone (Aly@Interstate-fleets.com). We review every application and will be in touch with qualified candidates promptly.

Interstate Fleets, Inc. — Driving your business to the next level™

Equal Opportunity Employer. Interstate Fleet Services is committed to providing equal employment opportunity to all applicants and employees without regard to race, color, religion, sex, age, national origin, sexual orientation, or any other protected classification.