

Customer Care Representative

Job Title:	Customer Care Representative	Status:	Full or part time
Department:	Customer Care	Reports To:	Customer Service Manager
Prepared By:	HR	Prepared Date:	February 2017
Approved By:		Approved Date:	

This is an entry-level position. The primary function of this position is to accept incoming calls to assist customers with anything from simple questions, to setting up payment arrangements, verification of new orders, etc. This position is responsible for providing efficient, friendly service to all of our loan holders and distributors.

Essential Duties and Responsibilities

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as Management may deem necessary from time to time.

- Make outbound calls for the verification and set up of new loans
- Take incoming phone calls from customers to answer questions regarding their existing loan or to help them make payments on their delinquent or non-delinquent account.
- Take incoming phone calls from new customers for verification of their new loan application
- Direct miscellaneous incoming calls to the appropriate person/department.
- Prepare and send correspondence regarding customers inquiries via mail, email and website.
- Use skip tracing or other methods to locate customers
- Contact distributors to resolve customer issues with merchandise, delivery or installation of products purchased
- Process credit/loan disputes or verification questions as requested
- Other miscellaneous duties as assigned

Requirements and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school Diploma or Equivalent
- Customer Service experience is required
- Must have excellent phone etiquette with a pleasant attitude
- Must have excellent written and verbal communication skills
- Must have patience and the ability to stay calm in difficult situations
- Must be detail-oriented and a self-starter

- Must be able to prioritize and make decisions
- Must be able to work a flexible schedule, including some nights and Saturdays
- Must be able to learn new concepts quickly
- Must have general typing skills
- Must be able to work well individually and as part of a team
- Previous experience in consumer finance is a plus

Language Skills

Ability to read and interpret documents such as customer correspondence, accounts logs and procedure manuals. Ability to prepare reports and correspondence. Ability to communicate effectively with customers and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems, involving several concrete variables in standardized situations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle or touch objects, tools or controls. The employee regularly is required to talk and hear. The employee is regularly required to stand and walk and to occasionally stoop, kneel, crouch, crawl or ascend/descend stairs. The employee must occasionally lift and/or move up to 20 pounds, usually waist high, up to 50 feet away. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee
Acknowledgment

_____ Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.