

BE PART OF OUR TEAM!!!

We need you to work as:

Customer Service Representative

Full-time - reports to the Contact Center Manager

What you would do...

Receive, investigate and respond to all customer account inquiries.

Essential Duties and Responsibilities:

- Responsible for answering incoming calls and contacting customers to provide information or a resolution to their inquiry within the time frame or guidelines established.
- Responsible for completing paperwork or documentation needed to facilitate resolutions to customer inquiries within the time frame or guidelines established.
- Comply with all applicable laws and regulations as they pertain to each call.
- Handle irate customers in a professional manner.
- Assist operational groups with tasks and/or projects as needed.
- Able to react to change productively and handle other tasks as assigned.

Qualification/Requirements:

- Excellent communication skills. Good grammar, voice and diction. Ability to communicate effectively with public and coworkers in a professional and courteous manner.
- Excellent customer service skills (friendly, courteous and helpful)
- Knowledge of loan calculations, 10 Key, Word, Excel, Microsoft Outlook
- Ability to read and interpret documents such as operating and maintenance instructions and procedure manuals.
- Ability to read, write and speak English fluently. Bilingual (English/Spanish).

What we offer:

- Paid Training
- Competitive salary (\$8,000.00 pesos monthly basis)
- Monthly Bonuses
- Career opportunities

Let us know if you are interested!!

Please prepare your resume including three reasons we should consider you for the position. Revise the Job's description above and find out if you can be who we are looking for!

Send your information to: sgonzalez@concordservicing.com