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Administrative Assistant – Account Services

Description

The **Account Services Administrative Assistant** performs administrative and office support activities for multiple supervisors/managers. Duties may include report building, creating spreadsheets and assisting with daily task. The ideal candidate must have a good understanding of the internet and be able to work well with all levels of management, staff members and associates.

Responsibilities

- Responds to web page traffic to handle complaints, payment concerns, general question, and validation requests.
- May process incoming mail to properly handle credit disputes, credit counseling and any open items.
- Learn and implement electronic filing system (OnBase) to incorporate into daily work schedule.
- May process and mail West Virginia right to cure notices daily.
- Work quickly and efficiently being able to provide data referring to completed duties weekly.
- Assist team lead and management with customer service, collection handling and escalated calls.
- Handle incoming/outgoing faxes, department memo/email and clerical letters.
- Create/run daily morning reports, ACH/EFT variance and other reports as requested per Management.
- Maintain and update all policy and procedure guidelines set for assigned duties.
- Other duties may include assigning specific task to representatives on an as-needed basis.

May also specialize in one of the following areas:

- Collection Agency responsibilities include the day-to-day duties with respect to inventory and performance management of contracted collection agencies. This role is responsible for ensuring that all charged-off account inventory is transferred accurately and on time, and for providing agency support in holding agencies accountable for our desired monthly/yearly revenue objectives. Also, to include month end coding, distribution and reporting.
- Bankruptcy includes administrative collection-related tasks such as preparing and filing legal documents, handling bankruptcy correspondence, and communicating with bankruptcy courts, trustees and attorneys. Must ensure company's full compliance with all related bankruptcy regulations.
- Account Administrator is responsible for any service assigned, customer refunds, pre-notes, and overall review of accounts for payment maintenance and proper account closing procedures. It is the job of the account administrator to work closely with Account Service Management on everyday procedures and may assist on all areas of administration when necessary.

Hiring organization

United Consumer Financial Services

Industry

Financial Services

Job Location

Westlake, Ohio

Date posted

August 25, 2022

Valid through

18.11.2022

- Accounts Maintenance responsibilities include collection projects, department support, data reporting and analysis, regulatory compliance and other duties necessary to support the primary functions and efficiency of the Account Services team.
- Settlements efforts on UCFS accounts (both active and repurchased) by working with our consumers, settlement companies, law firms or companies representing our consumers in their negotiations to settle their accounts. Duties may include handling inbound telephone calls, making outbound phone calls, report building, creation of spreadsheets, documentation of AS400 and RMS and any follow up necessary to ensure maximum collections and excellent customer service.

Skills & Abilities

- Ability to use AS/400 system to educate management with concerns on inbound/outbound traffic.
- Ability to cross-train within all areas of department to ensure optimal work coverage.
- Ability to understand, analyze and assess risk factors on risk management reports.
- Ability to multi-task in a busy, fast-paced, sometimes stressful environment with frequent interruptions.
- Ability to read, write and perform mathematical calculations.
- Proficiency with a computer, standard office equipment and computer programs, including but not limited to Microsoft Suite (Outlook, Excel, Word, PowerPoint), Internet/search engine savvy.

Qualifications

- High school diploma or equivalent required. Some college preferred.
- Excellent customer service and problem-solving skills.
- Proven administrative assistant or similar experience with excellent written/verbal communication skills.