

<https://www.ucfs.net/job/client-services-supervisor/>

## Client Services Supervisor – Bilingual – Spanish and English

### Description

The Client Services Supervisor is responsible for providing leadership, training, and supervision to the Client Service Level 1 and 2 team members. Manages the processing and funding of approved applications while monitoring to ensure appropriate standards are met. Ensures client expectations are met or exceeded.

- Must speak fluent Spanish and English.
- Provide your resume in English

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee various programs to ensure adoption and accuracy of internal processes and procedures.
- Manages the processing of all aspects of client incoming and outgoing correspondence.
- Prepares and analyzes daily, weekly, and monthly reports for senior management team to identify current research data for client performance.
- Develops and implements effective policies and procedures to ensure timely, accurate, cost effective, and excellent service to UCFS clients.
- Monitors communications between staff and customers to ensure world-class customer service. (Candidates must speak both Spanish and English fluently)
- Take ownership of driving key initiatives, process improvements, and meeting department goals.
- Collaborating with other departments, vendors, etc. to resolve customer service issues. Following up with resolution of problems to ensure timely response and customer service.
- Manage the team, break, overtime, and vacation schedule to ensure adequate coverage during various times of the day.
- Handles and resolves escalated process and service-related complaints from clients and assists loan support administration team in identifying solutions.
- Negotiates solutions and acts as a liaison with internal and external customers, when necessary, as part of escalation process. Also identifies and analyzes escalated problems and provides guidance to team members for resolution.
- Actively monitors, manages, and ensures prompt resolution to: Problem queue accounts, negative client accounts, and payback on any Merchant debts owed by reviewing daily, weekly, and monthly client reports to ensure the level of risk assumed is appropriate for that client. Takes immediate corrective actions to effectuate the desired results.

### SKILLS AND ABILITIES

- Strategic judgment and business sense for effective leadership.
- Innovative and critical thinking with strong problem-solving skills.
- Ability to coach and lead a team of client service professionals and ensure

### Hiring organization

United Consumer Financial Services

### Employment Type

Full-time

### Duration of employment

Permanent Position

### Industry

Financial Services

### Job Location

44145, Westlake, Ohio, OH

### Date posted

April 15, 2024

### Valid through

07.08.2024

client needs and expectations are met or exceeded through the highest levels of customer service.

- Ability to calculate figures and amounts such as payables on percentage and flat dollar amounts for accuracy and explanations. Ability to apply concepts of algebra.
- Ability to solve difficult problems and deal with a variety of variables without a defined "right-answer." Ability to interpret a variety of instructions.
- Ability to understand, analyze and assess risk factors on risk management reports.
- Ability to multi-task in a busy, fast-paced, sometimes stressful, and noisy environment with frequent interruptions.
- Excellent written and verbal communication skills.
- Ability to work effectively with UCFS employees and customers.
- Ability to work quickly in accordance with customers' time constraints.
- Ability to read, write and perform mathematical calculations.
- Strong attention to detail.
- Ability to understand and follow UCFS policies, procedures, and guidelines.
- Proficiency with a computer, standard office equipment and computer programs, including but not limited to Microsoft Office Suite (Outlook, Excel, Word), Online Origination Systems, automated fraud control Systems and AS/400.

## **MINIMUM QUALIFICATIONS**

- Minimum High School Diploma or equivalent required, AA / BA / BS degree preferred
- Minimum 5 years of customer service experience in a supervisory capacity required.
- Call center/Customer Service experience a plus but not required.
- Management will also consider a combination of education and experience which it believes is appropriate for the role.

## **WORKING CONDITIONS**

- This position operates in a professional office environment at UCFS offices in Westlake, Ohio.
- This is typically a full-time position, which is defined as being scheduled to work 40 hours or more per week. UCFS is open for operation 7 days a week.

## **PHYSICAL DEMANDS**

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position.

- Ability to talk and hear over the telephone using a headset
- Ability to use hands to type, sort, file paperwork, and dial and/or answer telephone calls
- Vision ability to see and read computer screen at close distance
- Ability to sit in close proximity to others

*No travel is required for the position.*

Schedule:

- Monday to Friday
- Weekends as needed

Work Location: In person