



<https://www.ucfs.net/job/customer-service-rep/>

## Customer Service / Call Center Representative (2+ positions)

### Available Shifts

Call Center hours:

Monday – Friday: 8 am – 10 pm ET

Saturday: 8 am – 1 pm ET

Sunday: 9 am – 2 pm ET

Full time shifts are 8 am – 4 pm or 2 pm – 10 pm.

Part time shifts are available. Students and parents welcome!

*\*UCFS is closed on New Year's Day, Easter, Thanksgiving, and Christmas Day.*

### RESPONSIBILITIES

UCFS **Customer Service Representatives** are responsible for taking calls and making calls to speak with our consumer customers to process payments, handle paid-off accounts, process payment changes, request payment from delinquent accounts and answer customer questions.

#### REPRESENTATIVE I

- Process inbound/outbound calls on up-to-date, delinquent, closed or charged-off accounts
- Recognize scenarios that require questions be answered in compliance with the Fair Debt Collection Practices Act (FDCPA) and Telephone Consumer Protection Act (TCPA)
- Request UCFS collection letters (including attorney letters)
- Effectively use all options available to Customer Service representatives in UCFS internal systems
- Identify customer disputes and appropriately code disputes for the problem resolution queue
- Negotiate payment arrangements on accounts that become delinquent
- Schedule one time or recurring bank payments and credit/debit card payments
- Perform additional assignments as required to assist in achieving Team and Company goals.

#### REPRESENTATIVE II

- Cross trained to assist in other departments
- Point of reference for new employees during on-the-job training.

### SKILLS AND ABILITIES

- Ability to negotiate payment plans with customers
- Ability to calculate figures and amounts as they relate to settlements on accounts
- Interpret instructions provided in writing, verbally or in a diagram

### Hiring organization

United Consumer Financial Services

### Employment Type

Full-time, Part-time

### Duration of employment

Permanent Position

### Industry

Financial Services

### Job Location

44145, Westlake

### Date posted

May 28, 2024

### Valid through

27.09.2024

- Ability to multi-task in a busy, fast-paced, sometimes stressful and noisy environment with frequent interruptions
- Communicate effectively on the phone and in person for up to 8 hours per day
- Ability to work effectively with UCFS employees and customers
- Ability to read, write and perform mathematical calculations
- Good attention to detail
- Ability to understand and follow UCFS policies, procedures and guidelines.
- Proficiency with a computer, phone systems, standard office equipment, computer programs (Outlook and others) and savvy with Internet search engines.

## **MINIMUM QUALIFICATIONS**

- High school diploma or equivalent required
- One year collections and/or call center experience a plus
- Knowledge of billing and collections procedures a plus
- Ability to work at least 1+ weekend day per month is a plus.

UCFS employees work Monday – Friday in our office in Westlake, Ohio, and have the ability to work remote one day a week. Weekend employees work remote.

## **Contacts**

To apply, visit: <https://www.ucfs.net/job/customer-service-rep/>

Or send an email to: [humanresources@ucfs.net](mailto:humanresources@ucfs.net)