



<https://www.ucfs.net/job/inbound-call-center-representative-2/>

## Inbound Call Center Representative

### Available Shifts

Available shifts:

- Mon, Tue, Wed, Fri 9am to 5:30pm and Saturday 10am to 6pm
- Mon, Tue, Wed, Fri 10am to 6:30pm and Saturday 10am to 6pm
- Mon, Tue, Thurs, Fri 12:00pm to 8:30pm and Sunday 1pm to 9pm

***\*Shift premiums are in place for working Saturday/Sunday\****

### ESSENTIAL DUTIES & RESPONSIBILITIES

Our **Inbound Call Center Representative** provides a high level of customer service and accuracy while processing loan application information, determines caller needs for efficient, effective and accurate service, and displays customer service excellence at all times.

- Enter and process loan application information from inbound calls.
- Determine caller needs and achieve a high level of customer satisfaction and/or route calls to other departments
- Confirm customer accuracy, complete customer verification and document as needed.
- Maintain excellent customer service levels both internally and externally.

### SKILLS & ABILITIES

- Excellent written, verbal and interpersonal skills.
- Superior customer service skills and desire to help consumers.
- Self-motivated; can complete tasks without being asked.
- Strong commitment to high quality of service.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to support and maintain confidential relationships, processes and information.
- Ability to communicate effectively on the phone and in person. Ability to verbally articulate requests for information professionally.
- Ability to promote a positive work environment for current and prospective employees.
- Proficiency with a computer, standard office equipment and computer programs, including but not limited to Outlook, Internet/search engines, online programs. MS Office a plus.

### MINIMUM QUALIFICATIONS

- High school diploma or GED.
- Call center experience a plus but not required.
- **MUST BE ABLE TO TYPE 35WPM MINIMUM.**
- Maintain alphanumeric data entry accuracy rate of 95% or above.

### Hiring organization

United Consumer Financial Services

### Employment Type

Full-time

### Duration of employment

Permanent Position

### Industry

Financial Services

### Job Location

44145, Westlake

### Date posted

August 29, 2022

### Valid through

22.11.2022