



LAC COURTE OREILLES FINANCIAL SERVICES, LLC

Position Title: **Customer Service Qualifier - (FT)**
Department: **LCO Financial Services**
Reports to: LCOFS Director of Operations and Team Lead
FLSA Status: Non-Exempt/Hourly **(FT - 32.5 hours)**
Field: Credit Collections - Call Center Operations
Location: CDC Building
Rate: \$10.00 hourly
Posted Date: **January 10, 2018**
Closing Date: **January 26, 2018**

Position Summary:

The Customer Service qualifier has the responsibility of supporting the Advanced Customer Service team by using available resources in order to create contact, offer resolution and explain consequences of non-payment to past due customers.

Essential Functions:

- Place outbound calls to past due customers in an effort to create opportunities for those customers to resolve their delinquency.
- Once right party contact is established, inquire as to the delinquent customer's willingness to resolve the delinquency.
- Transfer those customers willing to pay or make arrangements for payment.
- Explain non-pay consequences to those customers unwilling to pay.
- Utilize all available resources to track customer as directed by management.
- Place calls either on dialer or manually to all available numbers, contacting and querying references, customers' supervisors, and other third parties as to location, and available contact numbers of customers.
- Leave scripted messages with third parties to be passed on to customers.
- Leave scripted messages on answering machines.

Skills:

Power of Persuasion: Ability to utilize proper tone to create sense of urgency, thus creating willingness to pay.

Scripting Awareness: Ability to communicate using exact scripting provided by management, ability to improvise as necessary to keep customers on point.

Team Player: Recognize the impact their position has on team performance. Consistently contribute to team effort with enthusiasm.

Integrity -The ability to exercise good business ethics and honesty

Product Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.



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Demonstrate Professionalism - Approaches others in a tactful manner; Reacts well under pressure; treats others with respect and consideration regardless of their status or position.

Speaking - Talking to others to convey information effectively.

Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Reading Comprehension - Understanding written sentences and paragraphs in work related documents.

Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.

Attributes:

- **Oral Expression** - The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Written Comprehension** - The ability to read and understand information and ideas presented in writing.
- **Written Expression** - The ability to communicate information and ideas in writing so others will understand.
- **Integrity:** - The ability to exercise good business ethics and honesty.
- **Speech Clarity** - The ability to speak clearly so others can understand you.
- **Speech Recognition** - The ability to identify and understand the speech of another person.

Experience and Education:

High School Diploma or GED

Computer Software/Hardware:

Microsoft Word, PowerPoint, Advanced Microsoft Excel
Outlook Exchange, Internet

Physical Requirements/Work Environment:

- Must be able to sit/stand for long periods of time, talking, and hearing constantly.
- Typing, data entry which occurs daily.
- Sit in front of computer monitor (s) daily.
- Occasionally lift up to 5 lbs.
- Noise Level: moderate noise level daily in an office atmosphere.

Application Process and Return to LCO Financial Services:

1. Complete LCOFS Employment Application
2. Submit A Cover Letter and Resume
3. Submit 3 Letters of Recommendation