



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 hours)  
**Field:** Credit Collections - Call Center Operations  
**Location:** CDC Building  
**Rate:** \$12.00 hourly  
**Posted Date:** August 8, 2016  
**Closing Date:** ASAP

**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

LCO PO Box 1506  
9790 N County Road K  
Hayward, WI 54843



## LAC COURTE OREILLES FINANCIAL SERVICES, LLC

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

**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 stand and for long periods of time, talking, 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 Employment Application
2. Submit Cover Letter and Resume
3. Submit List of Professional References
4. Submit 3 Letters of Recommendation

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