LAC COURTE OREILLES
FINANCIAL SERVICES, LLC

Position Title:	**Customer Service Qualifier** - **(PT)**
Department:	**LCO Financial Services**
Reports to:	LCOFS Operations Manager
FLSA Status:	Non-Exempt/Hourly **(PT – 32 hours)**
Field:	Credit Collections - Call Center Operations
Location:	CDC Building
Rate:	$12.00 hourly
Posted Date:	December 2, 2015
Closing Date:	December 11, 2015

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 tem 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.

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