

Client Services Representative

Qualifications and Requirements

Requirements for all positions are approximately two (2) years customer-facing/phone experience. Previous customer service experience in debt negotiation, credit counseling, financial services, insurance or banking is highly desirable. You must possess the ability to work independently, effectively and multi-task.

Skills and Abilities

CLIENT FOCUS

Ability to maintain a positive attitude when dealing with clients on the telephone.

COMMUNICATION

Ability to listen attentively to others, ask appropriate questions and speak and write in a clear and understandable manner.

TEAMWORK

Ability to partner with other USFM departments (sales, negotiations, and administrative)

COMPUTER SKILLS

Typing speed of at least 40 WPM, knowledge MS Office, Adobe Acrobat, and internet navigation.

Tasks and Responsibilities:

- Provide excellent customer service and problem solving to MyDebtNegotiation clients
- Assures accurate and timely telephone service to all clients
- Conducts outgoing calls to clients to support the operations; sales and negotiations, as requested.
- Responds promptly and professionally to the needs of the client
- Communicate and work closely with a variety of USFM internal departments
- Handle account inquiries, input client communication, and explain the USFM process.
- Research and resolve account issues in response to client requests over the phone

We are looking for qualified candidates for the following languages that we serve:

- 1) English
- 2) Spanish –This position requires excellent verbal and written fluency in English and Spanish.
- 3) Chinese - Mandarin AND Cantonese. This position requires excellent verbal and written fluency in English and BOTH Chinese dialects.
- 4) Vietnamese – This position requires excellent verbal and written fluency in English and BOTH Vietnamese.

Hours:

Full Time Only Monday through Friday Shift:
8:00am to 5:00pm

Compensation:

\$22k to \$32k annually (Commensurate with experience) Paid Training, Excellent benefits package (Medical-Dental Insurance, 401k, Supplemental Life Insurance, Paid Holidays, Paid Vacation, Educational Reimbursement, Flexible Work Schedule and Athletic Facility/Fitness Center)

For more information:

Please contact
Hazy Pipo
Director of Human Resources
Apply online at: <http://www.usfmgroup.com/careers.php>

Toll Free: 800-682-8485 Direct: 619-398-1000 Fax: 619-374-2981
3131 Camino Del Rio North, Suite 800 San Diego, CA 92108



U.S. Financial Management, Inc.
A Drug Free Work Environment
Equal Opportunity Employer