



EMPLOYMENT OPPORTUNITY

Position Available: Customer Service Representative II

Hours: Hours are based on a flexible schedule within our normal business day from 8:00 a.m. to 9:00 p.m., Monday through Friday. Actual scheduled hours will be determined by business necessity and may include varied and weekend hours.

FLSA: Non-exempt

Position is located in WINSTON-SALEM, NORTH CAROLINA

Prior Call Center OR Customer Contact Center Experience Helpful

Qualifications:

- Adaptable to working conditions in a professional office environment.
- Commitment to providing excellent customer service to customers.
- Ability to answer customer questions and resolve issues using telephone and written communication.
- Must be proficient in Microsoft Office programs.
- Intermediate Personal Computer (PC) skills including Intranet and Internet.
- Must be able to multitask between telephone calls and paperwork processing.
- Strong attention to detail.
- High adaptability to change and flexibility to execute new company programs and processes.
- Ability to work independently and as a team member.
- Two or more years of post-secondary education or related customer service experience.
- Student loan, consumer loan, or prior call center experience helpful.
- Financial background preferred.
- Bi-lingual (Spanish) is helpful, but not required.
- Must be able to work a flexible schedule.
- Successfully complete all training classes.

Primary Responsibilities:

- Communicate and discuss the features and benefits of Student Loan products and services via telephone or predictive dialer call campaigns.
- Facilitate the completion of the application through inbound/outbound calls advising customers of requirements and next steps.
- Explain loan decision approvals, denials, and documentation requirements.
- Professionally resolves all borrower and customer inquiries and issues. Handle incoming and outgoing telephone calls in a call center environment, including diligence collection

calls.

- Efficiently and accurately process a wide variety of borrower and customer work through written and electronic communications.
- Receive, review and determine eligibility for loan documentation, entitlement benefits, credit disputes, credit updates, and bankruptcy requests.
- Utilize internal Fraud Prevention Tools
- Follow Fraud Prevention procedures to resolve identification related issues.
- Maintain call center performance standards (sales goals, quality standards, attendance, adherence to schedule, inbound and outbound call statistical measures).
- Document all customer contacts and provide timely follow-up to customer requests.
- Provide suggestions on procedures to improve efficiency and effectiveness of team.
- Interact with a variety of systems, tools, and applications.
- Must be able to respond to a variety of sentiments or demands in working with borrowers.
- Responsible for other duties as assigned.
- At Campus Partners, we work together as a team; therefore, staff may be assigned to support other areas of the center.

Campus Partners is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis including, but not limited to: veteran status, uniform service member status, race, color, religion, sex, national origin, age, and physical or mental disability.

Please submit all posting applications to: employment@campuspartners.com