

Bilingual Customer Service Representative



Days: Monday – Saturday

Hours: 35 – 40 hours per week

9:00am – 6:30pm / Monday – Friday, 9:30am – 2pm / Saturday

* **Shifts will vary**

Starting Wage: \$12.50 per hour, DOE

Job Summary: The Customer Service Representative (CSR) position is a performance based, hands-on, customer-focused role that is responsible for completing tasks associated with the center's daily operation. Job responsibilities are expected to be completed in a manner that complies with all federal and state regulations and adheres to company policies, procedures, and practices. This position is responsible to perform an active role in meeting all performance goals and metrics for the center as defined by management. In order to do so, this position requires attention to detail, excellent customer service skills, and a passion for sales. This position is responsible to develop, assist, and participate in all marketing and collection efforts, both internally and externally.

Job Responsibilities: Actively assist in meeting the center's performance metrics as defined by management. Understand, recommend, and sell financial products and services to customers. Build strong relationships with current and prospective customers in person and over the phone. Manage customer concerns, and actively participate in customer transactions. Deploy marketing efforts in the community to generate sales and customer growth, and complete marketing tracking sheets as required.

Operations, Compliance, & Collections: Assist in managing the P&L to meet all budgeted numbers and in meeting management's expectations related to center performance. Adhere to the Company's policies, procedures, Creed, and to all applicable state and federal regulations. Maintain accurate cash controls and ensure that security procedures are in line with Company and Loss Prevention (LP) Standards. Enter customer and transaction information accurately into the point of sale system, and create and maintain accurate customer files with all required documentation. Perform and document collection calls, field visits, and any other approved collection activities. Complete other duties as assigned. Work closely with and support others in a positive, team environment to enhance the customer experience.

Job Requirements: Must be fluently bilingual in English and Spanish, both written and verbal. High School Diploma or equivalent required; some college preferred. Sales and/or customer service experience required, or equivalent experience. One year of experience in one or more of the following areas preferred: sales, retail, banking, or collections. Must have valid driver's license and access to insured, reliable transportation. Ability to travel within division for marketing, collections, staffing, special events, and banking responsibilities. Must be 18, eligible to work in the USA, and able to successfully complete all post offer screens including criminal background check, MVR, credit check if required by state law, reference check, and drug check. Regular punctual attendance is required. Schedules may be changes as needed to accommodate business needs. Overtime may be required.

Knowledge Requirements: Strong math skills, including the ability to count cash; professional verbal communication by phone and in person; ability to read, write, evaluate, and apply complex and detailed information; may work alone; ability to interact professionally and exhibit appropriate social skills; ability to negotiate payment terms and effectively communicate loan requirements; ability to understand and ensure compliance with policies, procedures, and laws governing our industry/business and employees; ability to use computer programs required to process customer transactions; ability to maintain composure in stressful situations; ability to follow procedures in the normal course of business in stressful situations; ability to develop and maintain business relationships.

To Apply: Apply online at: AdvanceAmerica.jobs