

Illinois Job Order Bulletin Board Print Document

Job Order: **22146**

Job Title: **Call Center Customer Service Representative**

Type of Job:

Job Time Type: **Full Time**

Job Description:

This position is primarily responsible for notifying or locating consumers with delinquent accounts and attempts to secure payment by performing the following duties:

- **Must have previous call center or debt collection experience to be considered for this role**
- Confers with consumers by telephone in attempt to determine reason for overdue payment, reviewing origination of debt, service, or credit obligation.
- Negotiates payment to facilitate delinquent debt.
- Records information about financial status of consumer and status of collection efforts.
- Skiptracing with various web based search engines.
- Completes administrative task correctly and in a timely manner.
- Collects and researches data
- Designs work flows and procedures.
- Responds promptly to customer needs.
- Responds to requests for service and assistance and meets commitments.
- Performs additional duties as assigned.
- Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints
- Schedule is Monday to Friday 8-5pm

Please email resumes to havila@il.sercohq.com

Experience: 6 or more months

Hiring Requirements: **Drug Testing/Screening**

Education Level: **High School Diploma or Equivalent**

Requires a Drivers License: **No**

Minimum Salary: **15.00 Hour**

Maximum Salary: **15.00 Hour**

Pay Comments: **DOE (Depends on Experience)**

Job Application Methods Accepted: **Via Email**

Application Comments: **Please email your resume to havila@il.sercohq.com with the company name and job title**

Employer Information:

Main Location

700 N Sacramento Ave

Suite 221

Chicago, IL 60612

Contact: **Hugo Avila**

Email: **havila@il.sercohq.com**