

Job Description

Job Title: Client Care Specialist	Supervisor: VP of Community & Creditor Relations
---	--

Summary:

Specialists are the contact for most clients and creditors on a Creditor Repayment Plan (CRP). A Specialist's responsibilities include contact with clients and creditors, answering questions, addressing all concerns necessary, responding to proposals or other issues, assisting in the maintenance of other processing responsibilities and working proactively by collaborating with co-workers to better achieve successful completions of future active clients.

This position also involves receptionist responsibilities which serve as the initial contact point for clients and all general incoming calls, requiring patience and positive energy. Receptionists answer incoming calls, direct calls, greet clients and guests in-person at reception. Administrative responsibilities include performing opening and closing tasks, processing of incoming and outgoing mail, oversight of reception and counseling room professional appearance.

Client Support Responsibilities:

- Receives calls, mail or other correspondence from clients to resolve client/creditor problems
- Receives information from creditors regarding proposals or other issues and follow up with clients, as necessary, to ensure successful completion and maximum Fairshare contributions
- Updates client database to accurately reflect actions and conversations
- Processes daily deposits
- Performs and maintains all ACH duties
- Receives balance verifications from clients/creditors
- Research returned disbursement checks
- Prepares and processes proposal batches for paper, fax and electronic methods
- Processes all drops of CRP clients
- Receives and invoices Fairshare contributions with creditors
- Pulls credit reports and reviews, as necessary
- Attends various sub-committee meetings and complete assignments
- Performs Plan Completion Reviews

Call Direction & Face to Face Responsibilities:

- Answers incoming calls and transfers callers to their proper destination by utilizing call script language
- Greets clients and guests to the Agency via reception window
- Collects and gathers paperwork and payment from face to face clients

Administrative Responsibilities:

- Perform opening/closing tasks
- Responsible for ensuring incoming and outgoing mail is processed and assigned appropriately
- Process daily mass communication letters for Client Support and Counseling Departments
- Oversight and accountability of professional appearance of reception area and counseling rooms

Additional Responsibilities:

- Oversees volunteers as appropriate, including project management and appraisals
- Assume other responsibilities and projects independently, and as assigned
- Maintains and conforms to knowledge of Agency policies and procedures
- Assists in other departments as necessary

Qualifications:

- Knowledge of computer applications, with proficiency in Microsoft Word and Excel
- Excellent oral and written communication skills
- Ability to multi-task essential
- Must be able to work efficiently under strict deadlines.
- Must attain educational certifications, as required
- Position requires attention to detail and basic math/accounting skills
- Prior case management and/or counseling experience helpful, or experience within Agency
- Associate and/or Bachelor Degree preferred