

JOB POSTING

Customer Service Representatives

Division: Loan Servicing

Job Title: Customer Service Representative

Location: Texas-work from home

Position Type: SCA Non Exempt

Salary Rate: \$13.68 per hour plus \$4.60 H&W

Shifts Available: 11am-8pm (CST), 12pm-9pm (CST) or 1pm-10pm (CST)

Start Date: TBD

Contact: HR-TX@icrsolutions.net

*****BILINGUAL SPANISH/ENGLISH SPEAKING APPLICANTS ONLY*****

If you love to communicate with people, are great at building relationships and are looking to work from the convenience of your home, then ICR is for you!

This is a great opportunity to join our ICR family. We've been in business for over 31+ years and are one of the largest and fastest growing agencies. We have an immediate need to fill several Customer Service Representatives to work **remotely** (may change in the future) who live in Texas. You will be responsible for assisting customers who call in asking questions about their student loans. We are looking for individuals who are enthusiastic, coach-able, professional, ethical and flexible. To be successful in this position you must love interacting with the customers and also know how to use a combination of phone and email skills to communicate effectively. We have an extensive training program in place so new employees have every opportunity to be successful.

Our Management Team is in place to motivate, encourage, and support you to become the best Customer Service Representative you can be.

ICR offers competitive base salaries and benefits. ICR acknowledges our staff as our most important asset, treating employees fairly and fostering a family oriented feel. Come grow with us!

Position Description

The customer service representative will answer inbound telephone calls for the purpose of assisting customers in managing their student loans and answering all questions while adhering to all Federal, State and local laws and regulation as well as company policies and procedures.

A six to eight week training is required. This is a work from home position until such time as pandemic restrictions are lifted and employee is required to maintain a secure work environment with no distractions or noise that would interfere with telephone duties and must not be distracted from performing the job during the hours you will be asked to work.

Essential Functions Tasks and Responsibilities

- The representative will learn one primary system.

- Representatives will be primarily taking inbound calls from borrowers, answering their questions and counseling appropriately on options that they may be eligible to defer their payments, loan forgiveness, income driven repayment plans or standard repayment options.
- The representative must have a full understanding of the different deferment and forbearance types and that the borrower is eligible or still eligible to receive them. The system will have menus that will assist in determining the number of months remain of each type of deferment or forbearance.
- Respond to emails and chat
- Information gathered determines how to best guide the customer in assisting them to resolve their problem.
- Representatives may work with the student loan borrower, client representatives and Federal Student Aid.
- Independently solve customer issues escalating to supervisor any situation outside the employees control
- Establish professional relationships with internal/external customers.
- Provide customer service that exceeds customer and client expectations
- Treat all internal/external customers and team members with dignity/respect
- Establish and maintain a professional relationship with team members and department contacts.
- Must be prompt and ready to work at your desk at your assigned time, return from breaks and lunch on time.

Nonessential Functions Tasks and Responsibilities

- Perform other related duties as assigned

Reporting Relationships

Supervisor:

- As Assigned

Subordinate(s):

- None

Success Factors/Job Competencies

- Good oral and written communication skills
- Understand and carry out oral and written instructions
- Good listening skills and demonstrate empathy to customer situations
- Problem resolution skills
- Attention to detail
- Proper telephone etiquette
- Modern office procedures, products, and computer equipment
- Principles and practices of customer service
- Departmental policies and procedures

Minimum Qualifications

- High School Diploma or its Equivalent

- Ability to successfully complete and pass the training program
- Clean background for Security Clearance check
- Ability to obtain security clearance to work on systems
- Must not have any defaulted student loans
- Must be a US citizen
- One year of customer service experience preferred
- Previous experience working and entering information into systems
- Basic Knowledge of MS Word and Excel

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally required to walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; balance; stoop; talk or hear. Employee must occasionally lift and or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Classification

- Non Exempt
- SCA
- Administrative Support

Benefits

Medical, Dental, Vision, Life Insurance, Long Term Disability, Vacation, Paid Holidays, 401K. As well as Health and Welfare Pay equivalent to \$4.60 for every hour paid (not to exceed 40 hours in a work week).

Notice

ICR is an EEO/AA Employer Female/Minority/Protected Veterans/Individuals with Disabilities
ICR is a VEVRAA Federal Contractor and this is a priority Referral of Protected Veterans

If you require an accommodation in applying through this website, please contact our Recruiting Department at 845-298-0700 or email at ICRJobs@icrsolutions.net