



Debt Counselor / Call Center Representative
And
Bilingual Spanish Debt Counselor/Call Center Representative

Fairport Office (200 Cross Keys Office Park)

Position Summary:

Our Debt Counselors manage and collect delinquent accounts. Our consultative approach helps Consumers identify the most suitable way to resolve a balance in the best interest of all parties. Due to the competitive nature of these contracts, it is imperative ConServe locates professional individuals who are customer-focused, enthusiastic, detail-oriented and able to work in a fast-paced environment.

If you're a people-oriented, competitive, outgoing, motivated, positive, team player and problem solver, then you would be a good fit for the ConServe team. We offer best in class uncapped bonus potential, consistent new business, flexible schedules, competitive wages, paid time-off, 401k, 100% ConServe paid employee health benefits and excellent career opportunities.

Essential Duties & Responsibilities:

- Obtain information from Consumers in order to determine current financial situation and determine solutions
- Provide solutions to Consumers to enable them to resolve their obligation administratively or voluntarily
- Gather proper documentation from Consumers and maintain appropriate follow-up
- Meet daily, weekly and monthly goals as set by management at ConServe
- Daily Productivity – all Debt Counselors will make between 125-200 phone calls per day and work in a call center environment.
- Monthly Recoveries – must achieve ConServe's monthly targeted performance objectives for collections.
- Route Maintenance – proper management & updating of system to maximize contacts
- Skip-Tracing – to assist in locating & contacting borrowers
- Adherence to ConServe's Professional Practices Management System (PPMS), Code of Conduct, and Compliance Program

Education Requirement:

- High School Diploma or GED
- Associates or Bachelor's Degree preferred



Skills/ Requirements:

- The ability to work 8 hour shifts consisting of three (3) days 8 AM - 5 PM or 9 AM - 6 PM and two (2) evenings 12 PM - 9 PM or 1 PM -10 PM.
- Willingness to work one (1) Saturday morning per month preferred.
- Fluent in conversational English and ability to proficiently read and write English
- *For the Bilingual position, fluent in conversational Spanish
- Six (6) months or more of phone or in person customer interaction experience.
- Strong verbal communication skills with the ability to listen, persuade, negotiate and obtain resolution
- The computer skills to document calls and navigate software packages and databases while on the phone.
- Intermediate computer skills in one (1) or more of the following: Microsoft Excel, Internet searches and/or Social Media
- Strong organizational and time management skills
- Ability to work in a positive, collaborative manner with coworkers
- Ability and history of maintaining confidentiality and high level of trustworthiness.
- Ability and history of interacting well with team members and customers in a professional manner while maintaining a safe work environment.
- Ability to obtain and maintain Government Security Clearance (Please be advised that upon hire, you may need to go through a State and/or Federal Clearance process. Our Organizational Development team will be available to assist you as you move forward with this process.)
- Legally eligible to work in the United States
- No conflicts of interest with ConServe or our Clients

Apply today at:

Debt Counselor link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=csgarm&jobId=197719&lang=en_US&source=CC2

Bilingual link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=csgarm&jobId=197840&lang=en_US&source=CC2

Or

Visit our website at www.ConServeJobs.com

Equal Opportunity Employer and Drug Free Workplace