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| <b>Job Position: Verification/Customer Support Representative</b> | <b>Status: Full-Time/Non-Exempt</b> |
| <b>Division: Mobiloans</b>  | <b>Salary: \$10.00/hr.</b>          |
| <b>Posting Date: May 10, 2019</b>                                 | <b>Closing Date: May 25, 2019</b>   |

## **JOB DESCRIPTION**

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### **General Summary**

The Customer Support/Verification Representative is a member of the customer care team focused primarily on inbound customer service efforts (calls and emails). The Customer Support Representative's responsibility is to create and retain loyal customers by consistently delivering excellent service. In addition, it is our goal to differentiate Mobiloans customer experience from all others by connecting to the customer in a personalized and emotional way, connecting the customer to our brand and therefore creating a true competitive advantage.

### **Principal Duties and Responsibilities**

- Provide quality customer service with each customer interaction, whether via an inbound or outbound call or email.
- Respond appropriately with prompt, friendly and courteous responses. Personalize each contact for an optimal business result.
- Provide all relevant product/service information, accurate in all aspects, and confirm the customer understands to ensure a one-call resolution to issues.
- Present and enforce business requirements in a positive manner.
- Follow and apply Standard Operating Procedures (SOPs) appropriately.
- Acquire potential customers – respond to initial questions and inquiries in an enthusiastic, positive way, leading the caller to apply, and assisting potential customers in completing loan applications.
- Support existing customers with various account management requests, providing complete and accurate product information in order to enable the customer to effectively use our products and services.
- Perform Verifications steps including identity, phone, address, work/income, and properly disposition in
- Effectively utilize technology for all day-to-day activities (phone system, account management system, email system, etc.)

## Experience and Education

- High School diploma or equivalent
- 2+ years of experience in a customer support/contact center environment preferred
- Previous experience performing verifications work preferred, including analyzing and reviewing bank statements, paycheck stubs, driver's licenses, and social security cards

## Required Skills, Abilities, Soft Skill Factors

- **Typing:** Must be able to type a minimum of 20 words per minutes.
- **Complete Call Center Simulation Assessment:** The candidate would need to complete a short series of Call Center Simulation Assessments and achieve minimum score of 62.
- **Communication:** Communicates clearly, in both verbal and written form.
- **Ethics and Responsibility:** Acts with dignity and respect, connecting with both internal and external partners. Gains confidence and trust of others through principled behavior.
- **Flexibility/Adaptability:** Demonstrates adaptability. Works effectively in faces of stress, ambiguity, difficult situations and changing priorities. Champion of change through their support of the company's ongoing efforts to resist the status quo.
- **Ownership:** Achieve successful results by focusing on performance that enhances the customer experience and apply a sense of urgency in your efforts to create value for the company. Is proactive in identifying opportunities for improvement in process, policies and customer service solutions.
- **Teamwork:** Builds effective working relationships and collaborates as a team player, using positive flow of communication when voicing concerns.
- **Language:** Bilingual in Spanish is preferred.

## Minimum Requirements

- **Typing:** Must be able to type a minimum of 20 words per minute.
- **Complete Call Center Simulation Assessment:** The candidate would need to complete a short series of Call Center Simulation Assessments and achieve a minimum score of 62. This test will help evaluate the candidate's level of development in call center skills (sales orientation, multi-tasking, developing customer rapport, discovering customer needs, problem solving and responding to customer needs, ability to learn, and apply procedures.)

## Key Measurements

- **Quality:** Exhibits a commitment to quality account handling by maintaining a call quality monitoring score of "Solid" or better, and a low error rate on email monitoring
- **Attendance/Adherence to Schedule:** Limit break and personal time to less than 8.01% of work time staffed. Follow all aux codes rules and processes. Show a dedication to adherence to schedule by following all assigned start, end, break and lunch schedules. Displays dedication to attendance by working to obtain perfect attendance and avoiding verbal, written and final warnings for attendance throughout the review period.
- **Job Knowledge:** Exhibit knowledge of, and practice adherence to current SOP's through consistent reference to on-line SOP documents and successful completion of weekly, monthly and quarterly audits. Follows company policies and procedures regarding the handling of each specific product.

- **Accuracy/Thoroughness:** Notates full and complete information, updates all contact information, and properly selects disposition coding and comment class.

The following breakdown summarizes the types and frequency of activities typically performed by employees in this position. It is not a guarantee of the actual distribution of activities to be performed.

| Item | %  | Activity                            | Description  |
|------|----|-------------------------------------|--|
| 1.   | 70 | Customer Call Interactions          | Assist with inbound customer inquiries via telephone call and assist with the queue.   |
| 2.   | 15 | Customer Email and Fax Interactions | Assist with inbound and outbound Email processing  |
| 3.   | 15 | Verify Applications                 | <ul style="list-style-type: none"> <li>• Confirm the documentation received matches the requested/needed documents. Analyze each document for legitimacy and accuracy (matching to the application and using outside research, 3<sup>rd</sup> party data, and other resources/tools).</li> </ul> |

### Working Conditions/Physical Demands

Frequent keyboarding required, using hands to finger, handle, or feel. Specific vision abilities required by this job include close vision, and ability to adjust focus. May spend up to 8 hours per day sitting and may have occasional movement throughout the facility. Frequent and ongoing use of the telephone via a headset.

### Disclaimer

The job description/s has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. This document does not create an employment contract, implied or otherwise; employment in this job is an “at will” employment relationship.

*The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities associated with it. Mobiloans, LLC reserves the right to amend and change responsibilities to meet business and organizational needs.*