Client Service Representative *Bilingual (Spanish / English) preferred but not required:

The Client Service Representative, a member of the Client Services Department, is the initial point of contact with our clients and must exhibit exemplary customer service skills presenting our services with professionalism, empathy, and kindness. The Client Service Representative is regarded internally as the Director of First Impressions as we realize that the client's overall experience is determined during their first contact with the agency. This individual must meet professional standards in attitude, knowledge, and skills. Candidate must possess the ability to problem solve, handle a high volume of phone calls, and work in a fast-paced environment.

Teamwork is integral to the success of the Client Services Department; candidate must be able to communicate within a team environment in a personable and friendly manner, exhibiting flexibility and desire to create outcomes best for the agency and clients.

*Bilingual (Spanish / English) preferred but not required.

Salary Range: $10.00 to $12.50 an hour

Hours & Compensation:

- 40 hours per week; 8:00 am to 5:00 pm (1 hour for lunch)
- Evening and weekends as needed
- Comprehensive benefits package includes (Benefits are reviewed annually and subject to change based on the discretion of the Board of Directors):
  - Health insurance
  - Life insurance
  - Long Term Disability
  - Retirement Plan (401K)
  - Holiday, Paid Time Off (PTO) and Extended Sick Pay days available
  - Option of supplemental insurance coverage plans paid by employee

Client Service Tasks: Serve as initial point of contact for our agency on incoming phone calls & with clients entering our office; project a caring, professional, and friendly image to welcome them to our agency.

- Answer a high volume of incoming telephone calls.
  - Have strong understanding of all areas of OnTrack and be able to share this information with callers / clients as appropriate.
  - Listen to caller's needs; determine type of appointment needed, refer caller to counselor and / or other agency, and mail / email / fax appointment worksheet packets to clients.
- Notify counselors of schedule changes (especially when at satellites).
- Welcome persons walking in and address their needs or refer them to the appropriate resource. Greet clients, gather information worksheet & privacy notice, and notify counselor of arrival.
- Place reminder calls to clients two days prior to appointment.
- Prepare and provide administrative support for evening and weekend education classes.

General Administrative Tasks:

- Organize office materials and supplies and assist in maintaining supply of brochures and materials.
- Organize filing cabinets and periodically transfer records to storage.
- Post mail.
- Assist staff with special events and mailings.
- Gather and file FCO and HUD worksheets.

- Provide departmental support and assistance to staff members as needed in the performance of their administrative and counseling duties.
- Complete other tasks as assigned by the Client Services Supervisor.

Data Input & Tracking:

- Input Credit Report Intake forms.
- Input Client Outcome surveys.
- Input returned HUD client follow-up surveys.
- Bankruptcy processing.

Counseling Support Functions:

- Perform standardized client information intake, data entry into client data management software, and file preparation for mortgage default clients
- Scan and upload documents to online database
- Pull credit reports
- Make copies and scan documents for walk-in mortgage default clients

Printing and Production:

- Copy, fold, and assemble client information packets.
- Print and prepare agency class flyers and education materials.
- Print and maintain supply of other forms and documents as needed.

Qualifications:

- High School Diploma – Associate or Bachelor's Degree preferred.
- Personable and friendly attitude with a strong sense of professionalism and ability to remain calm during all situations.
- Strong ability to prioritize.
- Intermediate to advanced knowledge of Microsoft Word and Excel with capability to master other computer programs.
- Ability to manage multiple tasks including ongoing projects, answering phones, and interacting with clients in person.
- Desire to learn about agency and its programs to best serve agency, clients, and the community.

Applications: Submit cover letter and resume by mail, fax, or email to:

Ellen Szedon
OnTrack Financial Education & Counseling
50 S. French Broad Avenue, Suite 227
Asheville, North Carolina 28801

Fax: 828-255-5129
Email: EllenS@ontrackwnc.org
Subject: Counseling Support Resume

No phone or drop-in inquiries please.
Deadline: Applications are due by Friday, September 2, 2011 at 5:00pm. **Interviews will start as soon as applications are submitted.**