

Stat Financial

Job description

The Account Representative will work closely with customers to resolve delinquent loan accounts through negotiation and problem-solving strategies while adhering to company policies and procedures. This person must have exceptional customer service skills, a professional demeanor, and operate under a positive attitude during all times; failure to do so will not be tolerated. Success in this position is achieved by educating customers on the importance of maintaining good standing with their auto loans through making their payments as agreed.

Responsibilities:

- Communicate professionally with customers regarding their payment due dates, payment amounts, and making acceptable payment arrangements when necessary
- Manage a portfolio of accounts through telephone negotiations with customers while maintaining a high level of integrity and a positive attitude
- Achieve monthly collection goals by monitoring and decreasing the number of past due accounts
- Document and maintain accurate notations on all accounts for all interactions

Qualifications

- High School Diploma or equivalent; an associate degree is preferred
- Minimum of 1 year experience in customer service or collections
- Ability to work as a team player and adapt to change
- Strong multitasking skills
- Proficient in Microsoft Excel
- Excellent customer service

To apply, email sydney@statfininc.com