



AMERICAN REPORTING COMPANY

## Customer Service Representative

American Reporting Company, LLC is looking to grow its world-class Customer Service and Sales Team. A unique opportunity exists for a bright, organized, detail-oriented, hardworking and energetic individual to work with a great team of sales representatives on the cutting edge of technology. The ideal candidate will play a central role in keeping the business operations/activities on track and moving forward. Candidates must have exceptional communication skills, the ability to manage multiple tasks efficiently, excellent judgment; comfortable juggling tasks from the mundane to the more strategic and can work productively in a fast-paced, team-oriented environment.

### *Duties and Responsibilities:*

- Provide timely and accurate information to incoming customer order status and product knowledge requests.
- Process customer orders/changes according to established department policies and procedures.
- Perform updates/verifications (calling financial institutions, – websites).
- Work closely with the Credit Department to resolve disputed credit items.
- Provide timely feedback to the company regarding service failures or customer concerns.
- Partner with sales rep to meet and exceed customer's service expectations.
- Responds to inquiries and researches and resolves problems related to transactions handled by the unit; serves as liaison with other constituencies in the resolution of day-to-day administrative and operational issues.
- Maintains detailed knowledge of the company's products.
- Stays in touch with changes in the sales environment to best serve the objectives of the organization and adjusts plans accordingly.
- Solicit sale of new or additional services
- Handle irate customers in a professional manner
- Obtain customer feedback information

### *Requirements and Qualifications:*

- Must have a high school diploma or GED. Overall understanding of the mortgage industry
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Excellent customer service skills (friendly, courteous and helpful)
- Ability to investigate and analyze information and to draw conclusions.
- Ability to partner with the Sales team to provide customers with service as outlined in the department's policies and procedures.
- Ability to address customer issues and ensure effective and long-term problem resolution.
- Commitment to company values
- Strong team player.
- Time Management: ability to organize and manage multiple priorities.
- Computer proficiency: basic keyboarding skills, Word, Excel
- Ability to analyze and solve problems.
- Ability to communicate effectively, both orally and in writing.
- Ability to work in a fast moving environment with tolerance of ambiguity.
- Prior customer service experience.

For immediate consideration, please send a text (ASCII) or Word version of your resume to [jobs@arcreports.com](mailto:jobs@arcreports.com) For additional information regarding this position please visit <http://www.arcreports.com>

American Reporting Company, LLC is a committed to equal opportunity employer. In that spirit we welcome your interest in our employment opportunities.