

Customer Service Representative

Description

About FinFitFinFit was established in 2008 and currently services over 500,000 organizations across the United States. The company's SaaS-based model provides holistic financial wellness services that include a personalized financial assessment, premier educational resources, online money management tools, financial coaching, financial solutions, early wage access, spending and savings accounts, student loan services, and a member rewards program. Focus on creating positive, healthy financial behaviors and products to support behavioral change has proven to reduce financial stress and increase employee retention by more than 25%. Customer Service Rep at FinFitWe're looking for an enthusiastic Customer Service Associate with a passion for, and a proven track record in, amazing customer service to join our Customer Operations Team. Reporting to the Customer Service Manager, you'll learn our products inside out, build relationships with our customers to understand their needs and identify and apply the appropriate solutions.

Qualifications We Value You have customer service experience in a financial services, technology, retail, order management or employee benefits company. You have experience working in a regulated environment. You are familiar with CRM systems. You have the flexibility to work outside of standard business hours, 11 AM-8 PM EST. You are willing to work flexible hours and overtime, including flexibility to cover Experience working with telephony systems, Google Office Suite, Microsoft Office, CRMs (Freshdesk, Salesforce, Zendesk, etc.), and loan operating systems. Experience in Customer Service, Call Centers, Account Management, Banking, or any related positions with a strong focus on Customer Support. An understanding of consumer lending principles. Don't meet every requirement? We encourage you to apply anyway! We are dedicated to building a diverse, inclusive, and authentic workplace. If you're excited about this role and our mission but your past experience doesn't align perfectly, that's okay. You may be just the right candidate for this or other roles, either now or in the future! In this role, you'll get to Provide exceptional customer service while responding to customer contact via all channels including email, telephone, and chat. Investigate customer issues, collaborate with peers, and escalate any potential complaints to the appropriate points of contact. Participate in proactive outbound dialing and email projects. Collaborate cross-functionally with our internal teams Become a knowledge expert on our products and processes. Maintain a high standard of regulatory compliance, adhering to all Salary Finance policies and procedures. Ensure that customer issues are resolved effectively and efficiently. Contribute to strong NPS and customer satisfaction ratings.

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Contacts

Job listing via RemoteOK.com

Hiring organization

FinFit

Job Location

Remote

Base Salary

\$ 55000 - \$ 82500

Date posted

June 2, 2024

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