

Collections 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%. Collections Rep at FinFitThe collections representative will work independently and be responsible for managing their own book of business. This position reports directly to our Operations Manager.nQualifications We ValueYou have prior experience in a financial services company. You have experience working in a regulated environment. You have the flexibility to work outside of standard business hours up to 9 pm EST if business need arises You are willing to work overtime if the business need arises. Prior call center experience, collections, and customer service with a strong focus on customer support Experience working with telephony systems, Google Office Suite, Microsoft Office, CRMs (Freshdesk, Salesforce, Zendesk, etc.), and loan operating systems. An understanding of consumer lending principlesDon'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 toâ Contact customers to negotiate payment arrangements that align with the needs of the business as well as the customer 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 Participate in proactive outbound dialing and email projects Work within a team environment to achieve a common goal Maintain a high standard of regulatory compliance, adhering to all of FinFit policies and procedures nPlease mention the word ****EBULLIENCE**** and tag RMzQuMTQ1LjI0MC4xMDY= when applying to show you read the job post completely (#RMzQuMTQ1LjI0MC4xMDY=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com

Hiring organization

FinFit

Job Location

Remote

Date posted

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