



Job Description

CALL CENTER ASSOCIATE

Responsibilities

Attention to Customer

- Providing excellent service to customers.
- Inform the customers about our services, locations of stores or concerns they may have.
- Record customers complaints.
- Follow up on claims until finding a solution.
- Send complaints from customers to the companies who provide the services.
- Inform customers the outcome of their claim.
- Various processes and refunds to customers.
- Call beneficiaries for clarification.

Attention to CSR

- Assist CSR regarding our services.
- Solve our clients' problems through support from the CSRs.
- Check status of money orders and bank accounts when the customer or the CSR request.
- Support CSRs while opening a store and any possible problems with the system.
- Authorize cancellation of transactions and / or special modifications.
- Capture operations when the CSRs have difficulties.
- To assist the CSR in the correct application of the Check Cashing policies providing the authorization code and support in their verification.

Attention to Agents

- Wires capture from telephonic Agents.
- Assisting Agents on any situation regarding our Services.
- Solve the problems of our agents.
- Check status of money orders and bank accounts when the client or the agents request.
- Support Agent with the problems with the system.

- Authorize Cancellation of transactions and / or special modifications.
- Capture operations in support of the agents with any technical difficulties and the agencies authorized telephone.
- Verify all checks of agents and share the verification code override.
- Reconciliation of deposits Agents.

Administrative functions

- Make Reports that require the respective areas.
- Inform Supervisors and District Managers about any issues with their stores.
- Prepare work orders (tickets) for the company in charge of IT.
- Determining the origin of the Authorization Codes (override) in check cashing operations.
- Filling and updating the different formats of internal control.
- Address comments, questions or gaps from the CSR to the areas in charge.
- Maintain space and equipment clean and orderly in your workplace.
- Comply with the instructions of his superiors.
- Adhere to the guidelines of Corporate Security.
- Attend training or retraining for new services indicated and subject to any assessment
- Comply with and enforce the Rules of Compliance and Privacy.
- Meet all the additional tasks identified by the company management.

Requirements

- Dynamism and dedication to customer service.
- Bilingual in Spanish and English language
- Skill in handling customers' telephone and Fax.
- Basic computer knowledge (Word, Excel).
- Initiative, unquestioned integrity, ability to adapt to a changing work environment.
- Basic knowledge in mathematics.
- Ability to perform multiple tasks simultaneously.
- Attention to detail.
- Ability to resolve conflicts and complaints from customers in an effective and friendly
- Ability to work under pressure.
- Ability to work as a team.

- Flexibility and willingness to work a flexible schedule including weekends.