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.