



Customer Service Agent

Freedom Financial is expanding our Customer Service Department in San Mateo, California. We are currently seeking a Customer Service Agent that will be responsible for answering client questions, receiving and responding to client email, and for referring client accounts to appropriate departments. We offer an exciting atmosphere and opportunity for growth.

The following duties include but are not limited to the following:

- Take client phone calls regarding legal issues
- Answer client and colleague questions via e-mail
- Make out-going customer calls upon request/need
- Make calls to clients to discuss possible supplementation of account
- Providing referral information to clients
- Aid in the closing of stipulation agreements with clients by delivering documents with instructions to clients

Requirements:

- Approximately 2-3 years experience in customer service
- Excellent communications skills with a passion for servicing customers.
- Proficient in Windows based programs such as MS Word, Excel, and Outlook.
- Ability to exercise discretion and independent judgment when interfacing with clients and creditors.
- Ability to multi-task, prioritize deadlines, communicate effectively with both internal and external customers.
- Regular attendance and flexibility of schedule is required. Ideal candidate must be motivated, driven and customer focused!

If interested in this opportunity, please submit your resume to ashipley@freedomdebtrelief.com or fax to 602-414-0671 Attention: Analiza Shipley.