



Customer Service Agent-Creditor Queue

The Customer Service Agent-Creditor Queue role is responsible for answering creditor questions relating to clients enrollment in the Freedom Financial Debt Reduction Program while providing the highest level of Customer Service possible. This includes but is not limited to receiving creditor phone calls, voicemails, verifying funds available, noting customer accounts, interacting with internal departments and external creditors on behalf of the customer along with taking notes and meeting deadlines.

Requirements:

- Must have a minimum of 1-3 years experience in Customer Service, preferably in Finance Industries.
- Primary responsibilities include: answering creditor phone calls; access and notating accounts; enter/confirm creditor information into database; determine if a customer is eligible for settlement; completes proper transfer protocol.
- Experience working with computers including Microsoft product line and windows based applications.
- Excellent communications skills with a passion for servicing customers! Regular attendance is a requirement for this position.

You may apply by emailing your resume to Rzamudio@freedomdebtrelief.com or faxing your resume to 602-414-0671 Attn: Rodney Zamudio