



# Sokaogon Finance Inc.

3051 Sand Lake Road, Crandon, WI 54520

Phone: (715) 478-6428 — Fax (715) 478-5903

gloria.toyebo.ii@scc-nsn.gov

## Customer Service Representative Needed

### SUMMARY:

The call center *Customer Service Representative* answers inbound and places outbound phone calls using a script to verify information for the loan process from start to finish. Each call requires following standard company procedures of confirming and notating information on each customer's account while simultaneously navigating various websites using proper etiquette and providing quality customer care in a timely manner.

### QUALIFICATIONS:

- High School Diploma or HSED/GED Certificate is Required
- Customer Service and/or Call Center Experience is Required
- Strong Oral and Written Communication Skills
- Basic Math Skills
- Ability to Prioritize, Multi-task and Problem Solve while paying Attention to Detail
- Internet Research (Google / Bing) and Basic Computer Skills
- Ability to Handle a Fast-Paced and High-Stress Work Environment

### ACCOUNTABILITIES:

- SFI will Train You to Meet Your Daily / Monthly Expectations
- Adhere to a strictly Timed and Monitored Daily Schedule
- Receive and Follow Instructions Provided by Multi-levels of Supervision
- Compliance with Confidentiality and Social Media Agreements
- Maintain a POSITIVE TEAM Based Work Environment
- Regular Attendance is Essential
- No Cell Phones allowed at workstations

**Ga-na-waji Ga-wi-nug Way-ji-mooki-ji-wung Yi-ewe-meing-gun-a-sepii**

**PHYSICAL DEMANDS:**

- Must be able to Speak Clearly
- Must be able to See Clearly
- Must be able to Hear with both Ears
- Capacity to Sit for Extended Periods of Time
- Must be able to Use Hands, Fingers, and Reach Out with Arms
- Must be able to lift up to 50 pounds
- Light Office Maintenance

**BENEFITS:**

- Pay Rate starting at \$12
- Monthly Quota Bonuses
- Holiday Pay After 90 Days
- 40 Hours of Paid Vacation
- Health, Eye, Dental & Life Insurance After 90 Days
- Casual Dress Code

Native American Preference is Granted according to PL 93-638  
**A Background Check will be Conducted**

**Posting Date:** 01/25/2022      **Closing Date:** Until Filled

Must submit an **Application and Resume** by email or drop it off at:

Sokaogon Finance, Inc.  
3163 State Highway 55 (across from Cenex gas station in Mole Lake)  
Crandon, WI 54520

This position description in no way states or implies that these are the only duties to be performed by the incumbent in that position. To perform this job successfully, the incumbent must possess the knowledge, skills and abilities to perform each duty proficiently with or without a reasonable accommodation for an identified disability. In addition, incumbents must meet safety and attendance requirements. It does not create an employment contract, implied or otherwise, or any assurance of continued employment.

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Position Applying for: \_\_\_\_\_ When can you start? \_\_\_\_\_

PERSONAL INFORMATION	
Last Name	First Name
Street Address	City State Zip Code
Social Security Number	Date of Birth
Phone Number	Emergency Contact Name and Phone Number
Are you a U.S. Citizen?	If No, do you have a legal right to work in the U.S.? Please Explain:
Tribally Affiliated?	If Yes, what Tribe?
Have you ever been Convicted of a Criminal Offense?	If Yes, please explain:
Do you have any pending charges?	If Yes, please explain:
Is there any reason that would stop you from completing the daily tasks listed on the job description?	If Yes, please explain:

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CURRENT / FORMER EMPLOYERS: (LIST MOST RECENT FIRST)		
Month/Year TO Month/Year	Company Name	
Position	Supervisor Name and Phone Number	
Reason for Leaving (If you are still employed, may we contact your employer?)		
Month/Year TO Month/Year	Company Name	
Position	Supervisor Name and Phone Number	
Reason for Leaving		
Month/Year TO Month/Year	Company Name	
Position	Supervisor Name and Phone Number	
Reason for Leaving		
EDUCATION		
High School and Location		Graduate?
College / University and Location		Graduate?
Technical / Business School / Other and Location		Graduate?
PROFESSIONAL REFERENCES ONLY – NO RELATIVES		
Name	Company - Title	Phone Number
Name	Company - Title	Phone Number
Name	Company - Title	Phone Number

**Ga-na-waji Ga-wi-nug Way-ji-mooki-ji-wung Yi-ewe-meing-gun-a-sepii**

I CERTIFY THAT THE FACTS CONTAINED IN THIS APPLICATION ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND UNDERSTAND THAT, IF EMPLOYED, FALSIFIED STATEMENTS ON THIS APPLICATION SHALL BE GROUNDS FOR DISMISSAL.

I AUTHORIZE INVESTIGATION OF ALL STATEMENTS CONTAINED HEREIN AND THE REFERENCES LISTED ABOVE TO GIVE YOU ANY AND ALL INFORMATION CONCERNING MY PREVIOUS EMPLOYMENT AND ANY PERTINENT INFORMATION THEY MAY HAVE, AND RELEASE ALL PARTIES FROM ALL LIABILITY FOR ANY DAMAGE THAT MAY RESULT FROM FURNISHING THE SAME TO YOU.

I UNDERSTAND AND AGREE THAT, IF HIRED, MY EMPLOYMENT IS FOR NO DEFINITE PERIOD AND MAY, REGARDLESS OF THE DATE OF PAYMENT OF MY WAGES AND SALARY, BE TERMINATED AT ANY TIME, WITHOUT PRIOR NOTICE AND WITHOUT CAUSE.

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**Applicant Signature**

**Date**

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