



SOKAOGON FINANCE, INC.

3051 SAND LAKE RD., CRANDON, WI 54520

715.478.7504 • 715.622.0223

Customer Service Representative

SUMMARY:

The call center Customer Service Representative answers inbound phone calls and leaves messages on voice mail messages or with people other than the customer approximately 80% of the time. The remaining 20% of the time, the CSR places outbound calls, using a script to speak to the customer and verifying information or completing the loan process. Each call requires some form of notation on the customer's account. A Sokaogon Finance, Inc., CSR multitasks, talks on the phone, notates customer's account and navigates through various websites simultaneously.

ACCOUNTABILITIES:

- Explains products and/or services to customers using prepared scripting
- Provides prompt resolution to inquiries by providing accurate information diplomatically
- Documents records in a detail-oriented manner
- Follows up in a timely fashion to ensure customer satisfaction
- Performs other duties as assigned

REQUIRED SKILLS:

EDUCATION AND/OR EXPERIENCE:

- Ability to prioritize and multi-task
- Strong oral and written communication skills
- Attention to detail and ability to manage changing priorities
- Ability to resolve problems successfully

KNOWLEDGE, SKILLS, AND ABILITIES:

- High school diploma or GED certificate
- Customer service and/or contact center experience desired
- Presents professionally and acts respectfully in working relationships with others
- Possesses customer focus
- Microsoft Excel, Word, Outlook, and fluency with the Web
- Regular and predictable attendance is an essential function of this job

WORKING CONDITIONS:**PHYSICAL DEMANDS:**

This position is required to stand, walk, stoop, crouch, use hands to fingers, handle or feel objects, reach with arms and hands, and to have appropriate vision to see up close, and at a distance with ability to adjust vision and focus. Must be able to lift up to 50 pounds. Must be able to speak and hear.

Native American Preference for this position

Contact: Gloria Toyebo II, Tribal Call Center Manager

715.478.6428 | Gloria.toyebo.ii@scc-nsn.gov

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.