



**Job Title:** Quality Service Associate, Bilingual  
**Department:** Operations  
**Reports To:** Manager, Quality Service  
**Direct Reports:** No  
**FLSA:** Non-Exempt  
**Effective Date:** 5/31/17

**Position Summary:**

Our Quality Service Associates manage and collect delinquent accounts. Our consultative approach helps Consumers identify the most suitable way to resolve a balance in the best interest of all parties. Due to the competitive nature of these contracts, it is imperative ConServe locates experienced, professional individuals who are customer-focused, enthusiastic, detail-oriented and able to work in a fast-paced environment.

**Essential Duties & Responsibilities:**

- Obtain information from Consumers in order to determine current financial situation and determine solutions
- Provide solutions to Consumers to enable them to resolve their obligation administratively or voluntarily
- Gather proper documentation from Consumers and maintain appropriate follow-up
- Meet daily, weekly and monthly goals as set by management at ConServe
- Daily Productivity – Work a specified number of accounts/cases daily and maintain an acceptable volume of phone calls as assigned to the position by Management.
- Achieve a high level of customer satisfaction which is measured by compliments and a customer satisfaction survey provided to each consumer at the end of their call.
- Route Maintenance – proper management & updating of system to maximize contacts
- Skip-Tracing – to assist in locating & contacting borrowers
- Adherence to ConServe’s Professional Practices Management System (PPMS), Code of Conduct, and Compliance Program

**Non-Essential Duties & Responsibilities:**

- Other duties as assigned

**Education Requirement:**

- High School Diploma or GED
- Associates or Bachelor’s Degree preferred

*ConServe is an Equal Opportunity Employer (EOE) and is a Drug Free Workplace*

### **Skills/ Requirements:**

- The ability to work the required scheduled shift.
- Willingness to work one (1) Saturday morning per month preferred.
- Ability to speak and converse in Spanish and English fluently
- Ability to proficiently read and write in English
- Ability to proficiently read and write in Spanish is preferred
- Six (6) months or more of direct phone or in person customer interaction experience.
- Strong verbal communication skills with the ability to listen, persuade, negotiate and obtain resolution
- Intermediate Computer skills to document calls and navigate software packages, databases and the internet.
- Strong organizational and time management skills
- Attention to detail
- Ability to act independently to resolve problems
- Motivation to learn
- Ability to work in a positive, collaborative manner with coworkers
- Ability and history of maintaining confidentiality and high level of trustworthiness.
- Ability and history of interacting well with team members and customers in a professional manner while maintaining a safe work environment.
- Ability to obtain and maintain Government Security Clearance
- U.S. Citizenship or lawful Permanent Resident alien with three or more years as a permanent resident in the United States.
- No conflicts of interest with ConServe or our Clients.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job except for periodic breaks pursuant to applicable law.

- Occasionally lift and/or move up to 25 pounds.
- Ability to sit or remain sedentary for your entire work shift (8, 9, or 10 hour shift)
- Ability to talk and listen on a phone for your entire work shift (8, 9, or 10 hour shift)
- Ability to type on a computer for your entire work shift (8, 9, or 10 hour shift)

Reasonable accommodations may be made to the extent required under applicable law to enable individuals with disabilities to perform the essential functions of this position.

### **MISSION STATEMENT:**

ConServe is dedicated to satisfying the needs of our Clients in a manner consistent with improving the human condition, and that will foster the development of long term mutually beneficial relationships with our Clients, our Employees, our Suppliers and Business Partners and the Community as a whole.

Disclaimer: The above job description is not a contractual or binding document; it is provided as a guide to the types of duties required to be undertaken. Duties may vary from time to time and this description is subject to review. Modifications will be made as needed to support changes in the business climate and requirements.

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