

Contact Specialist

Are you the sort of person who gets up each day hoping for an opportunity to make another person's life better? So are we! In fact, it's our mission to help individuals and families improve their financial lives and we're looking for a Contact Specialist with exceptional customer service and people skills to join our team.

At Consumer Credit Counseling Service of San Francisco, we value our people's talents and abilities and we show it with a work environment that fosters teamwork and an outstanding benefits package. We couldn't be more proud of the fact that we've been ranked one of the Best Places to Work in the Bay Area by the San Francisco Business Times.

If you're passionate about helping people and looking for a new challenge, read on and see if this role fits you. If so, we hope you'll contact us.

Essential Duties and Responsibilities:

- Makes outbound calls to phone numbers on a list containing delinquent borrower's information in order to contact potential clients, evaluate their needs, and schedule counseling appointments.
- Answers incoming calls, describes services to potential clients, evaluates clients' situations and schedules counseling appointments for clients as needed.
- Performs data entry duties including entering data into multiple electronic databases while observing time constraints and meeting deadlines.
- Prepares materials to be mailed to clients and partners.
- Produces and faxes completion certificates for pre-purchase education clients. Verifies data input for certificates on computer system.
- Sorts and classifies HUD files in alphabetical order.
- Performs clerical duties as assigned.

Requirements:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Hours:

Full-time (40 hours per week). Schedule is Tuesday through Saturday (11 a.m.- 8 p.m. on Tuesday, Wednesday, and Thursday and 8 a.m. - 5 p.m. on Friday and Saturday)

Pay:

\$14.43 per hour plus benefits

About Us:

Consumer Credit Counseling Service of San Francisco (www.cccssf.org) is a non-profit organization committed to helping individuals and families nationwide overcome their financial challenges and meet their goals. Through local and national education and counseling programs we provide help and hope to families overwhelmed by debt, facing foreclosure, struggling to master their money, as well as those working toward purchasing their first home.

CCCS offers exceptional benefits for our employees, including employer paid health, dental, vision, and life insurance; 403(b) retirement plan, paid time off plus 11 holidays, and an extensive training program.

How to Apply:

Email your resume to hrdept@ccssf.org with "Contact Specialist" in the subject line. Or, you can fax your resume to HR at (415) 777-4035 or mail it to CCCS Human Resources, 595 Market Street, San Francisco, CA 94108.

No phone calls, please.

Consumer Credit Counseling of San Francisco is an Equal Opportunity Employer.