

## Seeking a Persuasive & Empathetic Customer Service Representative

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|---------------------------------|---|
| <b>Title:</b>                   | Services Representative                       |
| <b>Department:</b>              | Operations / Collections                      |
| <b>Minimum Starting Salary:</b> | \$14.60/hour + monthly bonuses                |
| <b>Grade:</b>                   | Full-time, Non-Exempt, Full Benefits Eligible |
| <b>Hours:</b>                   | Monday – Friday, 8am – 5pm                    |
| <b>Location:</b>                | Journal Center – 7400 Tiburon NE, 87109       |

### Join a dynamic new venture of an established non-profit.

We're hiring a customer services representative for an excellent position with on-site paid training, competitive base pay, monthly bonus opportunities, and a comprehensive benefits package.

#### **You:**

Are motivated to help individuals, students, and small businesses reach payment agreements for overdue receivables and student loans. You have excellent verbal and written communication skills and are familiar with effective text messaging, email, and interactive voice messaging. You want a starting position with opportunities for advancement in a supportive team environment.

#### **Your Skills:**

- Three years of customer service experience
- Call center experience is preferred
- High-school diploma or equivalent
- Associate's degree or business college courses preferred
- Excellent written and verbal communication skills
- Ability to remain calm in stressful situations
- Experience with Microsoft Office Programs and Internet Searches

#### **Us:**

[180 Resolutions](#) is an exciting new venture of the [New Mexico Educational Assistance Foundation](#), a respected non-profit organization. Every dollar earned above expenses goes towards helping New Mexico's families plan, prepare, and pay for higher education. Our secure office is located in the beautiful Journal Center area. People like working here; the average tenure of our 100+ employees is 10 years.

#### **Our Benefits:**

- 11 Paid Holidays per year
- 10 Paid Vacation Days per year
- 6 Paid Sick Days per year
- Retirement plan with 7% employer contribution
- Medical, Dental and Vision Insurance coverage
- Tuition Reimbursement Program
- Life Insurance and Long Term Disability Insurance
- Relaxed office environment with fun employee events.

#### **Apply Today:**

Send us your resume by email to: [employment@nmstudentloans.org](mailto:employment@nmstudentloans.org)

*All positions require a pre-employment credit check, criminal background check, and drug screening test.*

*Essential duties require the following physical skills and work environment: Ability to work in a standard office environment including ability to sit, stand, walk, kneel, and crouch, stoop, squat, twist, and lift 25 lbs.*

*Benefits: Benefits are effective on the first of the month following 30 days of employment. Benefit eligibility/coverage is dependent on working status (full/part time). Benefits are subject to change, as business necessity requires.*