



Job Type: Part-time/Full-time

Primary Location: Oregon, Remote after training

Full Job Description:

Customer Service Representative

Columbia Collection Service, Inc, has been in business for over 35 years. Our business philosophy is to focus on serving the needs of our clients and consumers with a value-added, professional, and enthusiastic attitude. We work on behalf of our clients and strive to improve the industry as a whole educating and assisting consumers to improve their overall financial wellbeing. Columbia is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

Duties of Position:

Columbia is currently seeking representatives to support its Customer Service Department. We are looking for someone who is organized, focused, and detail oriented. Qualified representatives will be learning key fundamental business skills, as well as gain industry and organization knowledge through daily business interactions and job assignments. Representatives will develop communicational, financial, and analytical skills needed for a career in management and financial services. Representatives will be working in an incredibly fast-moving business in a strong team environment.

Responsibilities:

Daily tasks include, but are not limited to:

Inbound and Outbound manually dialed calls

Communication with consumers

Promoting and improving consumer experience while bridging a gap between a consumer and their provider

Documenting and recording all correspondences

Following up on missed arrangements

Maintaining integrity and compliance while overcoming objections

Qualifications & Requirements

Enrolled in, on vacation from, or is otherwise registered in High School, OR an Undergraduate Program (minimum 6 credit hours)

At least 18 years of age

Must be self-motivated, detail-oriented, have creativity, discipline, and drive to accomplish the goal of the position and the team while having the flexibility to meet changing priorities.

Ability to work independently within a team environment

Manage conflict, and negotiate successful outcomes



Strong organization skills with ability to track activities and follow up

Capacity to gather and communicate information for the purpose of coming to a resolution where all parties are respected and contributing

Tactful/Professional telephone etiquette

All are welcome: Columbia Collection Service, Inc values a diverse and culturally competent workforce. We are proud of our commitment to being an equal opportunity, affirmative action organization that does not discriminate against applicants on the basis of any protected class status, including disability status and protected veteran status. Individuals with diverse backgrounds and those who promote diversity and a culture of inclusion are encouraged to apply.

This job description is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments).

Shift Available:

Part-time and Full-Time

Monday through Friday 8:00 am to 5:00 PM

Please send an email to cs@columbiacsi.com to schedule an interview.

Columbia Collection Services, Inc., is an equal opportunity employer. Columbia Collection Services, Inc., is committed to providing its employees with an environment that is free of harassment, discrimination and intimidation. It is the policy of Columbia Collection Services, Inc., to comply with all applicable employment laws and regulations and to provide equal opportunity for all qualified persons and to not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation, veteran status, familial status, gender identity, change of sex, and/or transgender status, or any protected status. Candidates must possess authorization to work in the United States. This policy applies to recruitment and placement, promotion, training, transfer, retention, rate of pay and all other terms and conditions of employment. Employment and promotion decisions will be based solely on merit, ability, achievement, experience, conduct and other legitimate business reasons. Interested candidates should NOT submit a photograph or video with a résumé. Résumés containing a photograph or video will not receive consideration. All employment with Columbia Collection Services, Inc., is "at-will" employment. Continued employment with Columbia Collection Services, Inc., is not guaranteed and all employees may be subject to discharge or discipline without notice or cause, at the sole discretion of Columbia Collection Services, Inc. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions