

Job Description

Company: Brazos Higher Education Service Corp. Inc.
Job Title: Customer Relations Representative II
Effective Date: 2/1/2024
Department: Customer Relations
Location: Waco
Reports to (Title): VP, Student Lending Operations

For Internal HR Use:

FLSA Status:

Grade:

I. Job Summary

The purpose of this position is to assist customers with the processing of their student loan applications, respond to customer inquiries and concerns, answer routine questions, resolve customer, school, originator and servicer questions or issues.

II. Essential Duties and Responsibilities include the following. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other minor duties may be assigned.

- Answer incoming calls/texts and make or send outbound calls/texts to customers, originators, servicers or schools.
- Maintain customer accounts and record customer interaction with details of inquiries, comments or complaints on CRM or applicable system.
- Gather information, research/resolve inquiries, make any required customer follow-up calls and maintain applicable paperwork and records
- Use product, service or other area of expertise knowledge to answer inquiries or to forward to appropriate staff.
- Process incoming correspondence (e-mails, texts, online chat, mail).
- Complete assigned projects including but not limited to application pull-through efforts, default outreach assistance, loan documentation requirements, and audits.
- Acquire and maintain an up-to-date understanding of our diverse loan products and the intricacies of the application process, ensuring accurate and informed customer guidance.

III. Supervisory Responsibilities

Not normally required to supervise others.

IV. Qualifications

The requirements listed below are representative of the qualifications necessary to perform the job.

A. Education

Required: High school diploma or G.E.D.
Field of study:

Preferred: Specialized/technical training past high school or some college
Field of study: Business or customer service classes or training

Job Description

B. Experience

Required: 1 year but less than 3 years of previous experience

Preferred: 3 years but less than 5 years of previous experience

C. Certificates, Licenses, Registrations or Other Requirements

- None

D. Other Knowledge, Skills or Abilities Required

- Excellent customer service skills
- Professional phone manner
- Service-oriented and able to resolve customer issues/complaints
- Detail-oriented
- Proficient computer skills with the ability to learn new software
- Strong interpersonal communication skills
- Excellent communication including active listening
- Excellent documentation skills
- Strong organizational skills
- Preferred skills
 - Student Loan or financial aid experience
 - CRM experience (Zoho, Salesforce, or other CRM system)
 - Bi-lingual (English/Spanish)
 - Advanced skills in Microsoft Office, particularly Excel and Word

V. Work Environment

Listed below are key points regarding environmental demands and work environment of the job. *Reasonable accommodations may be made* to enable individuals with disabilities to perform the essential functions of the job.

- Required to sit prolonged periods at a desk and on the phone **Most of the day**
- Required to use motor coordination with finger dexterity (such as keyboarding, machine operation, etc.) **Most of the day**
- Required to exert physical effort in handling objects **Rarely**
- Required to be exposed to physical occupational risks (such as cuts, burns, exposure to toxic chemicals, etc) **Rarely**
- Required to be exposed to physical environment which involves dirt, odors, noise, weather extremes or similar elements **Rarely**
- Normal setting for this job is an **Office Setting or Remote Work.**