

Job Description

Job Title: Client Care Specialist (Full-Time)	Supervisor: VP of Community & Creditor Relations
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Summary:

Client Care Specialists are the contact for most clients and creditors on a Debt Management Plan (DMP) with CCCS. A Specialist's responsibilities include contact with clients and creditors, answering questions, addressing concerns, responding to proposals or other issues, assisting in the maintenance of other processing responsibilities and working proactively by collaborating with co-workers to better achieve successful completions of future active clients.

This position also involves client intake/receptionist responsibilities which serve as the initial contact point for clients and all general incoming calls, requiring patience and positive energy. Involves answering incoming calls, scheduling client appointments, answering general questions about the Agency and general financial questions, greeting clients and guests in-person at reception. Administrative responsibilities include performing opening and closing tasks, processing of incoming and outgoing mail.

Qualifications:

- Strong teamwork skills essential
- Knowledge of computer applications, with proficiency in Microsoft Word and Excel
- Excellent oral and written communication skills
- Ability to multi-task
- Must be able to work efficiently under strict deadlines
- Must attain educational certifications, as required
- Position requires attention to detail and basic math/accounting skills
- Prior case management and/or counseling experience helpful, or experience within Agency
- Associate and/or Bachelor Degree preferred

About CCCS Buffalo:

CCCS of Buffalo is a non-profit, full-service credit counseling agency, providing confidential financial guidance, financial education, counseling and credit repayment assistance to consumers since 1965. CCCS of Buffalo helps consumers trim expenses, develop a spending plan and repay debts. Counseling is available at our Main Office in West Seneca, in one of our Satellite Offices, by telephone and via Internet.

Please send résumés to: scott.laughlin@cccsbuffalo.org

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