



Job Title: Service Representative (Bilingual English & Spanish)

Location: Chicago, IL (Cumberland Blue Line Stop)

Type of Job: Full-Time

Summary:

Castle Credit Co Holdings, LLC is a nationwide consumer finance company located in Chicago, IL. The company is seeking a dependable and flexible person to fill an open service representative position. The position requires that the candidate fluently speak, read, and write English and Spanish. Help Castle Credit continue to grow by offering the best financing experience for our customers.

Primary job responsibilities include:

- Obtain and verify customer information for applications over the phone
- Handle communication and resolve issues with dealers and borrowers
- Operate a computer to retrieve, populate, and maintain dealer and borrower information
- Interact with various departments within Castle Credit to assist with the credit underwriting and verification functions
- Assist in support and projects with the credit and customer service departments as directed

Requirements:

- Minimum high school education
- Fluently speak, read, and write in English and Spanish
- Ability to operate a multi-line phone system (training to be provided)
- Punctuality and dependability
- Maintain confidentiality
- Friendly and professional phone manner
- Excellent verbal and written communication skills
- Strong computer and typing skills
- Analytical skills and strong attention to detail
- Perform in a fast-paced work environment
- Ability to quickly review and understand credit reports and financial documents and pertinent to credit underwriting (training to be provided)
- Ability to make independent decisions in a timely fashion
- Experience in customer service/credit analysis/consumer finance is a plus, but not required

Schedule:

- A 40-hour per week schedule will be assigned with hours between 8:00am and 9:00pm, Monday through Friday with some weekend coverage also required between 9am and 5pm.
- *Hours subject to change based on the needs of the business*