



Job Title: Bilingual Mid to Late Stage Collection Specialist
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 a full-time, Bilingual Mid to Late Stage Collection Specialist position. This person must speak and read clear and fluent Spanish and English. Our ideal candidate is confident, charismatic and has shown a proven track-record of success in collecting payments from severely delinquent customers. The position comes with an attractive commission structure.

The company is conveniently located at the corner of I-90 Kennedy Expressway and Cumberland Avenue, just steps away from the CTA Cumberland blue line stop. Apply today for immediate consideration!

Primary job responsibilities include:

- Calling customers in mid to late stage collections to understand reasons for delinquent payments
- Working with customers to come to a mutually agreed-upon payment arrangement
- Following up with customers to ensure that customer payment promises are met
- Treating customers with integrity and respect
- Working in a team environment

Requirements:

- Display professionalism and composure while under pressure
- Speak and read fluent Spanish and English
- 5+ years of collections experience
- Minimum high school education
- Punctuality and dependability
- Maintain confidentiality
- Strong computer skills
- Team player
- Analytical skills and strong attention to detail
- Excellent verbal and written communication skills
- Perform in a fast-paced work environment

Schedule:

- A 40-hour per week schedule will be assigned with hours between 8:30am and 8:00pm, Monday through Friday
- *Hours subject to change based on the needs of the business*