



Job Title: Bilingual Customer Service Representative
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 an outgoing, dependable and flexible person with great interpersonal skills to fill a full-time, Customer Service position. This person must speak and read fluent Spanish and English. Our ideal candidate is charismatic, able to effectively multi-task, and can confidently interact with customers.

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:

- Answering incoming customer inquiries, such as processing payments over the phone, providing documents, and answering general questions (training will be provided)
- Making outgoing calls to customers for various campaigns, such as reminding customers of upcoming payments
- Handling and routing incoming calls to various departments in the company
- Assisting the collections team with written correspondence
- Assisting department manager with ad hoc projects

Requirements:

- Speak and read fluent Spanish and English
- Superior interpersonal skills
- Ability to effectively multi-task
- Excellent verbal and written communication skills
- At least 1 year of work experience in a job dealing with customers
- Minimum high school education
- Punctuality and dependability
- Maintain confidentiality
- Strong computer skills
- Perform in a fast-paced work environment

Schedule:

- A 40-hour per week schedule will be assigned with hours between 7:00am and 8:00pm, Monday through Friday
- *Hours subject to change based on the needs of the business*