

Collections / Customer Service Agent

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Collections / Customer Service Agent, Collections / Customer Service Department

Date:	July 2024
Location:	Bloom House, Gloucester Square, Dublin 1
The Role:	Collections / Customer Service Agent
Job Function Keywords:	Building and maintaining customer relationships within the arrears support function
Employment Type:	Full Time, Permanent & Pensionable
Company Industry:	Financial Services – Asset & Commercial Real Estate Finance
Company Description:	First Citizen Finance ("First Citizen") is a leading provider of Retail Financial Services in Ireland, based in Dublin with nationwide coverage. First Citizen specialises in full life cycle loan origination and servicing to some of Ireland's and Europe's largest financial institutions.
Job Description:	As a Collections / Customer Service Agent, the ideal candidate will be required to build and maintain customer relationships within the arrears support function. The individual will be responsible for handling a high volume of outgoing collections calls focused on AML, quality and compliance and will work to agreed revenue targets and SLA's. Policies and procedures to be strictly adhered to and best practice implemented at all times. The role will require extensive phone, PC work, data entry and participation in projects. This role will provide access and exposure to all departments and levels of the organisation. The ideal candidate must have an ability to step into, quickly understand and take ownership of assigned tasks and have a keen eye for process improvement.
Responsibilities:	<p>These include –</p> <ul style="list-style-type: none">• Handling high-volume inbound and outbound calls to customers• Negotiating repayment of arrears on Loan Agreements• Managing a portfolio of customers and building relationships• Assessing customer's current financial circumstances and providing a workable solution for all parties, i.e. organising realistic payment plans in line with company policies and regulations• Adhering to team and individual cash collection targets and daily / weekly KPI's• Reporting and escalating high risk cases to management.• Handling general Customer Service queries – by phone and electronically
Job Skills & Requirements:	<p>The ideal candidate will possess the following skills and knowledge –</p> <ul style="list-style-type: none">• Previous collections experience in a financial services or banking environment desirable• Hold Accredited Product Advisor (APA) status in Loans or be prepared to acquire this qualification• Ability to meet KPI's and weekly cash collection targets• Excellent communication and interpersonal skills• Proficient in the use of MS Word and Excel (experience with financial / banking systems a distinct advantage)• Accurate, high speed data entry skills• Ability to work independently as well as part of a team• Strong organisational skills and multi-tasking abilities

A competitive remuneration and benefits package will be offered to the successful candidate. Please contact the Human Resource Manager, First Citizen Finance, Gloucester Square, Dublin 1.

Email: hr@firstcitizen.ie

Any applicant applying for this position must familiarise themselves with our data protection policies prior to submitting any personal data to us. Full information on our data protection policies and how we use your data can be found in our privacy policy located at www.firstcitizen.ie/privacy-policy.php

