



JOB TITLE: Customer Service Representatives

REPORTS TO: CALL CENTER MANAGER

CLASSIFICATION: NON-EXEMPT

PAY RANGE: \$11.00 PER HOUR

POST DATE:

CLOSING DATE:

LDF Holdings, LLC is currently looking for Customer Service Representatives to add to our growing team at our Lac Du Flambeau call center. As a Customer Service Representative, you will make and receive customer calls regarding various installment loans which are processed and serviced by LDF Holding, LLC. We are seeking candidates who have experience in a call center environment, but that is not a requirement for hire.

Call center hours range from 8am- 9:30pm Monday thru Friday and may include various weekend hours as needed.

ESSENTIAL FUNCTIONS: Specific duties include, but are not limited, to the following:

- Place phone calls to clients and assist with processing and/or originating loans.
- Interact with customers to establish and maintain profitable relationships.
- Assist customers with inquiries, concerns and requests about products and services.
- Meet quality assurance, compliance and other performance metrics.
- Produce activity reports.

EXPECTATIONS/ABILITIES:

- Strong attention to detail.
- Must be able to operate calmly while in a fast-paced environment.
- Strong commitment to customer service.
- Superior written and oral communication skills.
- Effective time management and organizational skills.
- Must be detail-oriented.
- Ability to solve problems independently.
- Some computer skills with software including Microsoft Office.

OTHER DUTIES: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SUPERVISORY RESPONSIBILITY: This position has no direct supervisory responsibilities.

WORK ENVIRONMENT: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This is a largely sedentary role; however some filing is required. This would require the ability to lift files, open filing cabinets, and bend or stand as necessary.



REQUIRED EDUCATION AND EXPERIENCE: High school diploma or equivalent is required. Experience in a call center is preferred.

The LDF Business Development Corporation is committed to a drug-free workplace. To qualify for this position, the individual must submit to and pass a pre-employment drug screen with random testing thereafter.

EEO STATEMENT: LDF BDC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. To the greatest extent feasible, preference will be given to qualified American Indians for employment opportunities.

HOW TO APPLY: To apply for this position please submit an application to:

LDF BUSINESS DEVELOPMENT CORP.
ATTN: HUMAN RESOURCES
PO Box 155
LAC DU FLAMBEAU, WI 54538
866.423.6104 (FAX)
HR@LDFBDC.COM