



JOB POSTING: Customer Service Specialist – CFC Payee Center

We are currently seeking a **Customer Service Specialist** to work at our **CFC Payee Center** on **Cleveland Avenue**. The **Customer Service Specialist** is responsible for assisting clients and other Payee Center staff as needed.

Job duties include:

- Directly assists clients by answering questions in person or on the phone.
- Prepares and processes the mail which includes mailing spending checks for each day.
- Files documentation in clients' files.
- Compiles recertification packets.
- Enters, verifies, and updates client contact information.
- Prints checks already entered or processed.
- Enrolls Client in Direct Deposit.
- Complies with requirements of the Social Security Administration, Veterans Administration, and other governing bodies and agencies.

The candidate must understand the issues surrounding mental health issues, developmental, physical and/or cognitive disabilities, as well as substance abuse. Must have the ability to deal with challenging clients with patience and compassion. An Associate's degree in Finance or a related field is highly preferred. Degree may be substituted for two or more years' experience in a financial setting. Candidate must have a high degree of discretion and have the ability to work independently. This is a full time position with benefits and a minimum work week of 40 hours per week. Work week consists of Monday from 8:30am to 4:30pm and Tuesday through Thursday from 8:00am to 4:00pm, with flexibility to cover additional hours as needed and requested by the Supervisor.

Interested parties, please send Resumes to: HR@commquest.org. Please include which position you are applying for in the subject line of the email.

We are an equal opportunity employer. All applicants will be considered for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.

www.commquest.org

Posting Date: 01/10/2019
Reply By Date: 01/24/2019