



JOB POSTING: Customer Service Specialist – CFC Payee Center

CommQuest currently has an opening for a Customer Service Specialist at our Payee Center on Cleveland Avenue. The Payee Center provides assistance to individuals managing their SSI, SSD, VA, or BP benefits to increase housing retention, reduce financial stress, increase quality of life, and assist consumers with their money until assistance may no longer be needed. All Payee Center consumers have their own checking account that is managed by the Payee Center staff.

The **Customer Service Specialist** is responsible for assisting clients and other Payee Center staff as needed. Work week consists of M, W, TH, F from 8:00am to 4:03pm and TUE from 8:30 am – 4:30 pm, with flexibility to cover additional hours as needed and requested by the Supervisor. This is a **full time** position with benefits including PTO, sick time, mental health days, medical insurance, vision/dental insurance, 403b match contribution, etc.

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.
- Handles and processes applications for Payee through Social Security Administration.
- Compiles recertification packets.
- Enters, verifies, and updates client contact information.
- Prints checks already entered or processed.
- Enrolls clients in Direct Deposit.
- Complies with requirements of the Social Security Administration, Veterans Administration, and other governing bodies and agencies.
- All other duties as assigned.

Minimum Qualifications:

- Minimum of a high school diploma or GED equivalent is required.
- 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.

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.

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