

ALORICA

Alorica is an equal opportunity employer and committed to diversity in its workforce. Alorica recruits qualified applicants and makes all employment-related decisions based exclusively on job-related qualifications, without regard to characteristics such as race, color, national origin, religion, gender, age, marital status, disability, veteran status, citizenship status, sexual orientation, gender identity, or any other status protected by law.

WHY JOIN ALORICA?

Every day, we aim to live up to our mission of creating insanely great customer experiences. But as Alorica employees, giving back matters just as much – that's why we're so proud of Making Lives Better with Alorica, a non-profit, 501(c)(3) organization dedicated to providing assistance to employees, their families and the people, organizations and communities who support them.

As an Alorica employee, you may receive:

- Paid training
- Flexible training schedules
- Medical and dental benefits
- Paid time off
- Paid holiday and sick time
- Retirement planning options (401(k))
- Employee discounts through client programs

OPENING POSITIONS IN SHERMAN, TX
Sr. Customer Service Representative - Team Lead

SUMMARY

Performs routine customer service phone support to client specific needs. Work is performed under regular supervision.

JOB RESPONSIBILITIES

- Responds to requests and calls from customers related to client specific programs and products
- Identifies and responds to customer's needs based on designated procedures of account/client
- Makes attempts to resolve issues and deescalate issues of irate or dissatisfied clients
- Escalates calls to supervisor when necessary and appropriate
- Responds to requests for assistance and/or possible processing of credit card authorizations
- Tracks call related information of each call received for auditing and reporting purposes
- Provides feedback reports on call issues related to downtime and/or training issues

OTHER RELATED DUTIES

- Escalates calls to supervisor when necessary and appropriate
- Maintains and updates customer information as necessary
- Provides support and assistance as needed
- Up-sells to customer upgrades as necessary
- May perform other client specific duties as necessary and required by program/account
- Other duties as assigned

JOB REQUIREMENTS

Minimum Education and Experience:

- High School Diploma or GED required; graduation from a college with an Associate's degree preferred
- Customer service experience
- Phone related customer service
- Familiarity with Microsoft Windows, Word, and Excel applications
- May require client specific bilingual language requirement, as necessary

Knowledge, Skills and Abilities:

- Knowledge of product/procedures
- Ability to use phone and computer systems
- Customer service skills
- Strong interpersonal skills
- Excellent oral and written communication skills
- Strong listening/comprehension skills
- Ability to stay composed and objective

- Patience/empathetic
- Mental Acuity
- Conversational
- Confident/Assertive
- Demonstrate a positive attitude

Work Environment:

- Constant work performed in a climate controlled, call-center environment
- Constant usage of phone and computer systems

Physical Demands:

- Constant sedentary work

Customer Service Representative

JOB SUMMARY

Your mission (should you choose to accept it) is to provide collections/receivables management phone support for one or more clients at our contact center facility. In this role, you will be assisting customers with making outstanding payments for clients. You'll be acting as a consultant to the customer, empathizing with their situation, encouraging and educating them, and offering assistance and payment options.

A strong relationship between our clients and their customers starts with you – so only the awesome need apply!

KEY JOB RESPONSIBILITIES

- Handles various incoming and outgoing collections-focused phone calls
- Resolves customer questions, complaints and collections inquiries in a professional, helpful manner
- Connects with existing and potential customers and aims to resolve inquiries related to receivables management
- Utilizes computer system to verify and document customer requests
- Talks to customers over the phone to resolve their questions or concerns
- Maintains and updates customer information as necessary
- Calmly attempts to resolve and de-escalate any issues
- Escalates calls to supervisor when necessary and appropriate

JOB REQUIREMENTS

Minimum Education and Experience:

- High School Diploma or GED required; college degree preferred
- 1-2 years' previous experience in a receivables management, collections and contact center environment, preferred
- Customer service experience a plus

- Phone-related customer service a *major* plus
- Familiarity with Microsoft Windows, Word, and Excel applications
- Bilingual language skills a plus

Knowledge, Skills and Abilities:

- Stellar customer service skills – and an overwhelming desire to make lives better, one interaction at a time
- Knowledge of phone dialer functions and call campaigns
- Understanding of collections regulations, including but not limited to Fair Debt Collections Practices Act (FDCPA), Unfair, Deceptive, or Abusive Acts, or Practices (UDAAP)
- Negotiation skills and assertiveness
- Ability to use phone and computer systems
- Excellent oral and written communication skills
- Strong listening/comprehension skills
- Ability to stay composed and objective
- Patience/empathy
- Flexibility and versatility in problem analysis and resolution

WORKING CONDITIONS

Work Environment

- A climate controlled, contact center environment – filled with amazing people, incredible career opportunities and the occasional dance-off
- Constant usage of phone and computer systems

Physical Demands

Constant sedentary work. You'll typically be sitting for most of the time, so be sure get up and stretch once in a while. Your circulatory system will thank you.

DISCLAIMER: The above information on this description has been designed to indicate the general nature and level of work performed by employees in this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

Inbound Customer Care Associate Hiring Immediately

JOB SUMMARY

Your mission (should you choose to accept it) is to offer customer support through phone, email, online chat or social media to customers who have questions, concerns or confusion around a particular product or service.

You're literally the voice of the brand, and a strong relationship between our clients and their customers starts with you. So only the awesome need apply.

KEY JOB RESPONSIBILITIES

- Talks to customers over the phone, email, online chat or social media to resolve their questions or concerns
- Maintains and updates customer information as necessary
- Calmly attempts to resolve and de-escalate any issues
- Escalates calls to supervisor when necessary and appropriate
- Responds to requests for assistance and/or possible processing of credit card authorizations
- Tracks call-related information for auditing and reporting purposes
- Provides feedback reports on call issues related to downtime and/or training issues
- Upsells to customers as necessary

JOB REQUIREMENTS

Minimum Education and Experience:

- High School Diploma or GED required; college degree preferred
- 1-2 years' previous experience in a receivables management, collections and contact center environment, preferred
- Customer service experience a plus
- Phone-related customer service a major plus
- Familiarity with Microsoft Windows, Word, and Excel applications
- Bilingual language skills a plus

Knowledge, Skills and Abilities:

- Stellar customer service skills – and an overwhelming desire to make lives better, one interaction at a time
- Knowledge of phone dialer functions and call campaigns
- Understanding of collections regulations, including but not limited to Fair Debt Collections Practices Act (FDCPA), Unfair, Deceptive, or Abusive Acts, or Practices (UDAAP)
- Negotiation skills and assertiveness
- Ability to use phone and computer systems
- Excellent oral and written communication skills
- Strong listening/comprehension skills
- Ability to stay composed and objective
- Patience/empathy
- Flexibility and versatility in problem analysis and resolution

WORKING CONDITION

Work Environment:

- A climate controlled, contact center environment – filled with amazing people, incredible career opportunities and the occasional dance-off
- Constant usage of phone and computer systems

Physical Demands:

- Constant sedentary work. You'll typically be sitting for most of the time, so be sure get up and stretch once in a while. Your circulatory system will thank you.

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Alorica Recovery Care Associate

JOB SUMMARY

Your mission (should you choose to accept it) is to provide collections/receivables management phone support for one or more clients at our contact center facility. In this role, you will be assisting customers with making outstanding payments for clients. You'll be acting as a consultant to the customer, empathizing with their situation, encouraging and educating them, and offering assistance and payment options.

A strong relationship between our clients and their customers starts with you – so only the awesome need apply!

KEY JOB RESPONSIBILITIES

- Handles various incoming and outgoing collections-focused phone calls
- Resolves customer questions, complaints and collections inquiries in a professional, helpful manner
- Connects with existing and potential customers and aims to resolve inquiries related to receivables management
- Utilizes computer system to verify and document customer requests
- Talks to customers over the phone to resolve their questions or concerns
- Maintains and updates customer information as necessary
- Calmly attempts to resolve and de-escalate any issues
- Escalates calls to supervisor when necessary and appropriate

JOB REQUIREMENTS

Minimum Education and Experience:

- High School Diploma or GED required; college degree preferred
- 1-2 years' previous experience in a receivables management, collections and contact center environment, preferred
- Customer service experience a plus
- Phone-related customer service a major plus

- Familiarity with Microsoft Windows, Word, and Excel applications
- Bilingual language skills a plus

Knowledge, Skills and Abilities:

- Stellar customer service skills – and an overwhelming desire to make lives better, one interaction at a time
- Knowledge of phone dialer functions and call campaigns
- Understanding of collections regulations, including but not limited to Fair Debt Collections Practices Act (FDCPA), Unfair, Deceptive, or Abusive Acts, or Practices (UDAAP)
- Negotiation skills and assertiveness
- Ability to use phone and computer systems
- Excellent oral and written communication skills
- Strong listening/comprehension skills
- Ability to stay composed and objective
- Patience/empathy
- Flexibility and versatility in problem analysis and resolution

WORKING CONDITIONS

Work Environment:

A climate controlled, contact center environment – filled with amazing people, incredible career opportunities and the occasional dance-off

Constant usage of phone and computer systems

Physical Demands:

Constant sedentary work. You'll typically be sitting for most of the time, so be sure get up and stretch once in a while. Your circulatory system will thank you.

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Eversource Sr. Team Manager

Alorica is one of the biggest companies you've never heard of. We only do one thing – make lives better, one interaction at a time. We're a global leader in customer service and experience, serving the world's biggest brands with over 90,000 employees in more than 100 locations around globe.

Working at Alorica means having the freedom to explore all kinds of career opportunities. You can choose from several positions – customer service, tech support, management – serving a wide variety of clients in healthcare, insurance, finance and consumer technology. And you can choose to work at a site, work from home, stay where you are or transfer to a totally new location.

Alorica offers fun, challenging opportunities for personal and professional development. We want you to have fun and succeed, because when you're at your best, that's when we're at our best.

Let's make lives better. Let's defy the status quo. And let's go beyond thinking outside the box – and decide to obliterate the box instead.

You ready? Let's do this.