

Customer Service Representative CA11064394

Customer Service Retention Rep: Will interact with all customers through email. Must be able to multi task and very strong with computers. Will receive emails from customers regarding product and must respond to all emails by the end of the day. Typically given five to seven minutes per email. They receive about 200 to 300 emails daily.

Must have good communication skills, will work with AS 400. They are engaging with upset customers and are trying to save the sale, do not want to lose the sale.

Customer Service Rep: Candidates will be on the phone all day; engaging with upset customers and must be able to listen well and allow clients to vent. Will handle all forms of customer service, around sixty calls daily (that number will double over the holidays). Candidates can not be late or miss work. Will be dealing with repairs of lamps and basic questions. They would rather they be accurate than fast. Training: two week call center training, one week product training. Hiring Process:

resume submittal, phone screen, face to face, hire, background check, start/training.

Pay rate: \$15.00 hourly Location: Chatsworth Technical Specialist: Specialist will be a member of a specialized team of technical sales and retention professionals responsible for delivering the Microsoft Online Services value proposition as it relates to the Software as a Service (SaaS) industry. Services will include BPOS, Azure and additional offerings within Microsoft's overall Cloud strategy.

Overall Responsibilities:

- Nurture high-end clientele and act as contact person for product sales and cancellation retentions
- Answers telephone and online submissions inquiries posed by customer
- Provides appropriate feedback and settlement to all customer contacts (including referrals to other organizations)
- Assists customers with program questions including but not limited to in depth information on program benefits, terms and conditions, application options, as well as basic technical support on tools, and resolves any open issues with the customer
- Processes application materials and makes compliance decisions in accordance with program requirements and Microsoft guidelines
- Processes and updates customer information with tools owned by the client and by arvato digital services
- Contacts customers for marketing, survey and follow up purposes
- Updates and maintains Contact Management System Software with daily call log per customer, address, contact, etc.
- Performs, meets and maintains KPI (Key Performance Indicators) for company's policies for the customer service department and ACD (Automatic Call Distribution)

Payrate: \$ 14-17 hourly Location: Valencia (also have customer service reps with similar discriptions paying 11 an hour at the same place. There are 11 positions available)

BANK OF AMERICA 15 Openings

Location: West Hills Collectors, plus 1 Saturday a month for potential OT PAY RATE: \$ 14.85. The Collector works in the Collections/Risk Operations environment and is typically aligned with the routine outbound collections calling process and frequently requires guidance on non-routine situations. Primary responsibilities are collections, customer servicing and other loss mitigation or recovery activities. Contacts delinquent, charged-off, or high-risk customers in order to secure payment and determine reason for delinquency on active loan/credit card accounts. In the recovery area, collectors will work with customer to establish full balance repayment plans or settlements. Works an established list of accounts on an automated collections system and/or autodialer. This person can resolve routine billing inquiries and negotiate payment arrangements to cure delinquent accounts. Understands and educates customers on account terms and alternate payment programs and methods. Navigates a computerized data entry system or other relevant applications.

1yr collections exp - \$13.46 2yrs collections exp - \$13.50-\$14.00 3yrs collections exp - \$14.50-\$15.00 Home Service Specialist (Level I) - 4 Openings Home Loan Svcs Specialist (Processor/ Data Entry Req) Trustee Division - Simi Valley CA Job Description:

Review Deed of Trust and other necessary documents to complete the first legal action. Input data required to open new trustee's sale orders; prepare documents and obtain signatures from internal and external entities; send orders to title companies and follow up for first legal recording dates; prepare and follow up on assignments and substitutions of trustee; prepare and send Grant Deeds and Title Packages for FHA/VA loans. Data entry and typing are required daily. Follow policy and procedures the business unit has in place to manage risks, follow all required internal control protocols, and respond accurately and timely to all LPS requests.

Required Skills:

- Auditing skills and the ability to make decisions based on specific circumstances are required
- Strong attention to detail
- Ability to meet deadlines
- Ability to follow up
- Ability to handle a Fast Pace Environment ●Ability to adapt quickly to change ●Positive attitude/Motivated and Confident in Skill set
- Excellent written, verbal, and interpersonal communications skills
- PC skills—preferably with Windows programs
- Typing ability of 35 wpm plus
- Ten Key Ability by Touch Desired

Skills: Any General real estate knowledge is preferred. Any specific foreclosure or default experience is preferred.

- Notary a Plus Financial Analyst (Level I) - 1 opening PAY RATE RANGE: \$26.25-26.30.

Location: THOUSAND OAKS CA

Description: Compiles and analyzes financial information for clients of Bank of America Correspondent Lending. Creates and analyzes daily, weekly, monthly, quarterly, and annual reports. Identifies trends and developments and presents findings to senior management. Performs financial forecasting. Requires a bachelor's degree and 2 years experience as financial analyst or related field. Requires above average experience with Microsoft Excel. Familiarity with standard concepts, practices, and procedures in the mortgage banking industry is a plus, but not required. Relies on experience and judgment to plan and accomplish goals.

Performs a variety of tasks. Is detail oriented and can think outside of the box. Works under general supervision.

Administrative Assistant (Level II) - 1 Opening PAY RATE RANGE:

\$15.30-15.35 Location: THOUSAND OAKS CA

M-F; 8:15 - 5:15 Performs moderately complex administrative duties, reviews drafts and finished documents and edits for grammar usage and style. Prepares presentation materials; arranges meetings, conferences and premise / phone moves. Handles highly sensitive information. May coordinate department training and monitor security / database administration and compliance. Schedules travel accommodations, orders supplies and performs other duties. Serves as resource for basic company policies and procedures such as vacation and expense reimbursements.

Requires strong administrative support skills and thorough knowledge of a variety of software programs. Must be fluent in Powerpoint, Word, Excel, Outlook, and have ability to learn internal sharepoint sites functionality.

Foreclosure/Bookloss Specialist - 5 Openings PAY RATE RANGE: \$17.31 - \$19.23 Location: SIMI VALLEY

50, M-F 8:30 Am - 5:30 PM with possible OT Audit default/liquidation process for all FHA/VA/CONV loans and REM transactions to ensure compliance with federal/state regulations. Reconcile financial transactions to ensure maximum recovery for BAC. Prepare monthly reports on monetary losses due to curtailments. Identify and report areas of financial risk and exposure. Review exceptions in the bookloss tracking system and bookloss population.

Required skills: High school diploma, GED or equivalent required. BS or BA in Business, Finance, or related field or equivalent experience preferred. ***Two years of foreclosure or bankruptcy experience outside of Bank of America required in lieu of college experience. Knowledge of basic accounting, finance principles required. Detailed oriented, multi-tasked, flexible, self-motivated, organized, and analytical.

Desired skills:

PC skills are essential; prefer proficiency with Windows software such as Excel, and Word. Access knowledge preferred. Teamplayer, Quick learner and a thirst for knowledge

Post Closer (Level II) - 4 Openings Recommended pay rate: \$ 18.60 .

Location: SIMI VALLEY

Monday - Friday, 8am-5pm, with possible overtime ***FHA/VA experience preferred***. In Post Closing Document Review and Resolution; will be responsible for resolving defects on FHA/VA closing documents including notes, HUD, TIL, etc. Responsible for contacting internal and external customers (by phone, e-mail, etc.) to correct closing issues and system discrepancies.

Qualifications: Two or more years of mortgage lending experience or equivalent is preferred. Must have a good working knowledge of FHA/VA mortgage loan documents. Must possess good verbal and written communication skills. Detail oriented, problem solver, computer literate, proficient in 10 key. Professional, trustworthy, reliable. Able to work overtime as needed.

This is a production driven role and person will need to be able to meet goals that are given to them.

If you are interested attend a POSITIVE RECRUITMENT,

Where: Canoga Park WorkSource Center. 21010 Vanowen St. Canoga Park, CA 91303

When: Monday, October 4th, 2010 from 10AM-12 PM.

Please dress professionally and bring a copy of your resume

Best regards,
Leonard Barrales
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