



OpenRoad Lending Job Description

Job Title: Loan Care Agent

Exemption: Non-Exempt

Date Effective: 01/01/2013

POSITION SUMMARY:

Educate customers about the auto loan process. Give each customer exemplary customer service while responding to complex questions, inquiries and complaints from customers. Make outbound calls to approved applicants. Handle inbound calls from customers and dealers. Maintain records of problems and inquiries handled. Inquiries from customers are received by telephone or email.

ESSENTIAL JOB FUNCTIONS:

Have a positive attitude when dealing with customers and deliver excellent service. Have the ability to contact at least 40 customers per day plus take inbound calls. Have the aptitude to sell OpenRoad Lending's loan products and ancillary products. Have the adaptability to be in fast paced environment. Have a working knowledge of the auto dealership/finance industry is important but is not mandatory.

POSITION REQUIREMENTS:

EDUCATION:

College Degree preferred or high school education completed and two years of experience in same position required.

EXPERIENCE:

Prior experience in customer service of at least 2 years

Ability to relate to people quickly and solve their problems

Ability to perform in a fast paced environment while maintaining quality results.

SKILLS:

Ability to type 40 words per minute

Handle multiple line phones

Internet Applications and Browsing

Outlook

The above statements are intended to describe the general nature and level of work being performed by the people assigned to this job. They are not intended to be construed as an exhaustive list of all job responsibilities.