

CA-Verifications Agent Job Posting

About Upper Lake Processing Services, Inc (ULPS)

Upper Lake Processing Services, Inc. (ULPS) provides consumer loan servicing on behalf of its affiliated online lenders. We have an agile and dynamic business model in the financial services industry that is focused on compliant operations and providing a great experience for our customers. ULPS integrates industry best practices, integrated technology solutions and top talent to deliver best-in-class service and solutions.

Responsibilities:

- Receives transferred calls from other departments
- If applicable, leaves voicemail potential borrower
- In accordance with underwriting procedures, correct any missing or incomplete information on application
- Accurately notates all call information and places the account in line for review
- Adheres to all Company guidelines and workflow processes
- Handles chat and email communication with new and returning customers

Skills crucial to success in this role:

- Excellent verbal and written communication skills
- Active listening skills
- A professional and friendly attitude
- Ability to simultaneously operating a computer and communicate through a headset
- Strong work ethic and ability to effectively manage multiple tasks and adapt to change within a fast-paced business environment

Qualifications:

- Prior outbound call experience preferred, but not required
- Previous short-term consumer loan experience preferred, but not required
- Previous customer service experience

Must Haves

- High school diploma, or the equivalent
- Ability to learn and navigate new software quickly
- Ability to Multi-task between software's