



Respect | Care | Recovery

Student Loan Resolution Specialist

F.H. Cann & Associates, Inc. (FHC), a dynamic leader in the accounts receivables management industry is hiring Student Loan Resolution Specialists to work in our call center environment presenting solutions and obtaining resolution for borrowers who are delinquent and/or have defaulted. FHC provides individuals with employment opportunities that recognize individual contributions and helps them gain a sense of satisfaction and accomplishment from their work. **FHC is proud to be named one of Best Places to Work in Collections.**

What sets FHC apart!

- Industry Leading Compensation with unlimited bonus opportunity
- Professional growth—FHC, who believes in promoting from within, is one of the fastest growing companies in our area
- Great culture with ongoing Employee Appreciation events
- Paid training
- Employee referral program
- Generous Paid Time Off
- Group Medical and Dental, Short and Long Term Disability, Life Insurance, AFLAC Insurance, 401(k) Plan

Job Title: Student Loan Resolution Specialist

Job Description:

- Review borrower accounts and maintain work queue on a daily basis.
- Maintain consistent contact with borrowers via telephone.
- Record accurate and detailed notes.
- Update account status and borrowers information as needed.
- Meet or exceed daily, weekly, and monthly performance goals, deadlines and objectives.
- Adhere to consumer protection laws and F.H. Cann & Associate's standard practices and policies.
- Proficiency with various Internet resources used to locate borrowers (skip trace) as needed.

Job Requirements:

- Must possess excellent communication skills
- Well organized, results driven, and able to work in a high volume and fast-paced office environment
- Ability to resolve challenging situations calmly and professionally
- All applicants will be required to pass an FDCPA exam and adhere to all federal and state laws regarding collection policies
- All applicants will be required to pass a background check and credit check, be in good standing with student loans and obtain a federal background clearance.
- Ability to work required full time schedule; 3 weekdays (8am-4:30pm) and 2 evening shifts per week (11am-8pm)
- Excellent time management, attendance and punctuality are a must. Reliable transportation is required.

Qualifications:

- Basic proficiency with Internet Explorer, Microsoft Excel and Word, Outlook email, and Adobe Acrobat
- High school diploma or equivalent
- Experience in Debt Collection, Sales, Telemarketing, Banking, Financial Services, Call Center, Telephone Customer Service, or Administrative preferred, but not required.

Click here to apply: <https://www.fhcann.com/jobapplication>



F.H. Cann & Associates, Inc. is proud to be an equal opportunity employer.