

## Account CSR in Tempe

We are growing and looking for a few great employees who want to be part of an exciting, fast paced and team-orientated environment. Bring your initiative, knowledge and experience and help build our team.

### Who are we?

Founded in 2006, Cascade Receivables Management (“CRM”) is a leading financial services company that provides accounts receivable liquidity solutions to the consumer finance and healthcare industries. In addition to supporting the specialty finance activities of its sister company, Cascade Capital, CRM’s suite of products and services include master servicing, third party collections, and revenue cycle optimization.

### Our Position

The main function of this position is servicing medical accounts and collecting on past due accounts while providing account support and excellent customer service to all borrowers. We are dedicated to using a consumer centered approach focused on finding solutions that are best for the borrower and the company simultaneously. This position will work closely with an out of state client and provide a depth of service for their accounts.

### What will I do as a representative?

- Review Past Due, NSF’s and Failed Credit/Debit card reports each morning
  - Monitor due dates for “promises to pay”
  - Handle borrower correspondence as needed (e.g. collection emails and reminders, calls regarding payment funds and reminders, etc.)
  - Telephone the borrower on accounts whose ACH was returned or whose credit/debit card failed to authorize
  - Establish “next steps” for accounts that become past due
- Assist patients (borrowers) signing up for a MedPlan Credit loan
- Document all activity in the Nortridge Loan Servicing (NLS) software system
- Follow all applicable federal, state and local laws i.e. FDCPA, HIPPA, CFPB, etc.
- Prepare a weekly summary of the status of past due accounts and recommended accounts for possible legal action

### Why Join Our Team?

- COVID-19 wellness protocol to keep our employees safe
- M-F daytime opportunity in Tempe
- Relaxed work environment with a focus on customer service
- Casual dress code
- Comprehensive training with constructive audits to help bring about improved performance
- Cultivation of growth and success to open the way for future opportunities
- Assurance of a compliant and ethical approach focused on positive resolutions instead of negative interactions
- Opportunity to earn monthly commission (uncapped) based on performance
- Paid holidays and PTO
- Medical dental, vision, flexible spending and 401K

### Job Qualifications

- High School diploma or equivalent

- Strong communication and customer service skills
- Punctual and reliable
- Detail oriented with the ability to self-audit for accuracy
- Solid computer skills: familiarity with multiple browsers, multiple tabs, window navigation and Excel
- Familiarity with MedPlan software and/or Nortridge Loan Servicing (NLS) software a plus
- Bi-lingual a plus

Accept our invitation to learn more about our position and explore becoming a member of our team.

**You have requested that Indeed ask candidates the following questions:**

- How many years of Customer Service experience?
- How many years of Sales experience?
- What is the highest level of education you have completed?
- Are you willing to undergo a background check, in accordance with local law/regulations?
- Are you in Tempe, AZ?
- Are you authorized to work in the following country: United States?