

Office Assistant

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$17.10 to \$19.80 hourly
Employment status: Contract / Temporary to Hire

Description

We are offering a contract to hire employment opportunity for an Office Assistant in Fairfax, Virginia. This role is within the mortgage industry and requires on-site presence, working Monday to Friday from 8:30 am to 5:00 pm. The successful candidate will be handling customer service and collections support duties.

Responsibilities:

- Handle customer inquiries and resolve their issues efficiently
- Monitor customer accounts and take necessary actions on overdue payments
- Conduct follow-ups with customers who have past due payments through phone calls and emails
- Send out email letters to customers reminding them of their delinquent payments
- Undertake data entry tasks to update customer account information
- Dispatch notices via email, voice mail, and regular mail
- Process customer credit applications with accuracy and efficiency
- Maintain detailed and accurate records of customer credit history
- Support the mortgage division in their daily operations
- Continuously learn and improve on the use of MS Office Suite in executing tasks

Requirements

- The position requires a minimum of 1 year of experience in a similar role
- Proficiency in MS Office is necessary for daily tasks and operations
- The ability to provide top-notch customer service is crucial
- Experience in collections, particularly consumer collections, is beneficial
- The candidate must have excellent verbal and written communication skills
- Strong organizational skills and attention to detail are required
- Must be able to work both independently and as part of a team
- The ability to handle multiple tasks and prioritize effectively is necessary
- A high school diploma or equivalent is required for this role.

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