



## Job Description

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### Client Care Specialist

Location: **New Westminster, B.C.**

Here at the Credit Counselling Society (CCS), it is more than just a job. Our focus is helping people – and we work together every day doing just that. If you're looking to make a real difference in people's lives by helping them to get back on track financially, then CCS might be the right place for you.

As a Client Care Specialist you will work in a fast paced team environment, alongside our in-house Credit Counsellors and Client Services Representatives. You will address people's general financial questions by telephone or online chat and schedule appointments where appropriate. At other times you will provide objective information to first-time callers as they seek our advice about their finances.

Part of your duties will include data base maintenance of our client files. You will also help foster mutually beneficial relationships with industry stakeholders so that we are continually able to serve our clients with industry-leading standards.

We appreciate and reward our employees' continual dedication and hard work. The Credit Counselling Society offers a competitive starting salary and a generous benefit package which includes a matching RRSP program. We encourage, support and provide professional development opportunities.

To be successful in this role, you will have:

- Fluency in both French and English is desired
- Previous experience in the credit or financial services industries is an asset
- Excellent oral and written communication skills
- Strong interpersonal skills; demonstrated experience working with the public
- Well organized and able to manage time and priorities effectively
- Ability to perform assigned tasks according to established rules, regulations and procedures
- Skill in answering the telephone and providing accurate information
- Ability to maintain confidentiality
- Proficiency in Microsoft Office applications (and being able to comfortably adapt to new software packages); minimum of 45 wpm
- Post secondary education, degree or diploma an asset
- Satisfactory criminal record check and credit bureau report



If you believe you are the right candidate for this exciting career opportunity, submit your resume and covering letter to [careers@nomoredebts.org](mailto:careers@nomoredebts.org).



*Great Place to Work Canada has ranked the Credit Counselling Society as the 19th best workplace in Canada for organizations under 1,000 employees*