

THIS IS AN IN-PERSON POSITION IN OKLAHOMA CITY, OK

OSLA REQUIRES A COVID-19 VACCINATION FOR ALL EMPLOYEES

\$15/hr. & Great Benefits!

Bilingual reps will receive a \$1/hr cumulative raise (\$0.50/hr pay increase after the initial 90 days and an additional \$0.50/hr increase after 6 months)

\$1,000 CUMULATIVE SIGN ON BONUS

Receive \$500 after your initial 90 days, then the remaining \$500 after 6 months.

CALL CENTER CUSTOMER SERVICE REPRESENTATIVE

Full-time

Dedicated training program

\$825/month for your benefit choices (see below)

Pension payments made by OSLA

Initial/beginning shifts: M-F, 8 a.m. – 5 p.m., possible overtime

OSLA telephone representatives provide our customers with accurate information and courteous assistance to help them manage repaying their student loans. As a Federal Contractor, OSLA serves customers from across the U.S. and we strive to make their experience positive.

Your role:

- Receive inbound and make outbound dialer calls; this is a call center position
- Learn and follow government regulations and guidelines
- Determine the best repayment options for customers
- Accurately process documents, forms and correspondence
- Complete assigned special projects in a timely manner
- Learn new skills with the opportunity for advancement

Your success depends on:

- Working productively as a team player with a variety of people, including management, co-workers and customers

- Delivering superior customer service with the passion to exceed customer expectations and drive customer satisfaction
- Ability to work independently with supervisory guidance
- Managing time effectively and efficiently; adapting quickly to changing priorities
- Professional demeanor
- Multi-tasking, problem solving, organizational, and analytical skills.
- Following written instructions and documented procedures and adapting to changes
- Excellent written and verbal communication skills
- Excellent attendance and punctuality

Requirements:

- Employees are required to be vaccinated for COVID-19 except for legally entitled accommodation.
- Will be guided in applying for a federal security clearance upon employment
- High School Diploma/GED
- Basic math skills
- General computer skills including Microsoft Word, Excel and keyboarding
- 45+ WPM typing speed
- Two years of customer service experience
- Bilingual in Spanish and English

Other Information:

OSLA's benefits package includes health, dental, vision, life insurance, flex accounts, YMCA membership, Teachers' Retirement System pension; paid vacation, sick and 11 holidays, and more. Submit your resume by e-mail to hr@osla.org or apply at <https://public.osla.org>.

OSLA encourages applications from individuals with disabilities, minorities and veterans. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin, disability, protected veteran status, or any other characteristic protected by federal, state or local law.

In compliance with the Americans Disabilities Act Amendment Act (ADAAA), if you have a disability and would like to request an accommodation in order to apply for a position with OSLA, please call 405-556-9295 (HR), TDD: Dial 405-556-9230.