

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

OSLA REQUIRES A COVID-19 VACCINATION FOR ALL EMPLOYEES

\$15/hr. & Great Benefits!

SUPPORT SERVICES CLERK

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 is seeking qualified applicants for full-time, entry-level employment in the Support Services division of our Loan Management Department. As a Federal Contractor, OSLA serves customers from across the U.S. and we strive to make their experience positive.

Your role:

- Document prep, imaging, indexing, and quality control for imaged items
- Provide back-up for mailing, loan management, and reception
- Receive inbound and make outbound dialer calls
- 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
- Ability to lift and carry up to 50 lbs.
- Reliable transportation and must operate personal motor vehicle in all types of weather to make pick-ups and deliveries
- Good driving record
- Vehicle liability insurance
- General computer skills including Microsoft Word, Excel and keyboarding
- 45+ WPM typing speed
- Two years of customer service experience
- Bilingual in Spanish and English is a plus

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.