



Contact Center Associate

Hiring **full-time, part-time and seasonal** employees. Full-time hours are Monday-Friday, 9:00 am to 6:00 pm. The starting rate is \$12.50/hr and includes a competitive benefits package. After six months of employment the full-time employee is eligible for an increase to \$13.00/hr. After 12 months of employment, the full-time employee is eligible for another increase to \$13.50/hr. After 18 months of employment the full-time employee's compensation will be \$14.00/hr.

If you choose part-time, you work between 8-29 hours a week. You can work a few days a week or a few hours a day. Propose the hours you prefer and the hiring managers will do their best to work with your schedule. You'll receive an increase in compensation based on the hours worked rather than calendar months. Part-time employment is ideal for semi-retired people, a stay at home parent, a student or anybody who wants to work 8-29 hours per week.

Seasonal workers earn \$10.00 per hour and are typically hired May through September and December through January. This schedule is ideal for college students.

CampusDoor continuously trains, mentors and encourages our new employees. We expose employees to other areas of our business and departments in an effort to help them pursue their interests and leverage their strengths.

In fact, 59% of our current employees previously worked in another position within our Company and 27% began their CampusDoor career in our customer service center.

We also work hard to create a dynamic and collaborative work environment. We celebrate holidays and events like the Super Bowl through office parties and we even have a week-long celebration during Customer Service Appreciation Week.

To promote wellness, CampusDoor installed two commercial grade treadmills and a basketball court in the parking lot. Our office is also situated along a system of walking trails that employees often use for a training run or a walking meeting.

As a **Contact Center Associate**, you'll perform a variety of tasks in a fast-paced, pleasant environment. You'll answer inbound calls from borrowers, schools or lenders. Calls may be about the loan application, CampusDoor's loan origination system, school information, disbursements, loan fees or rates. You'll also respond to e-mails and voice mail messages. You'll process a variety of loan documentation. You may make outbound calls to follow-up on the loan application. There are no sales or collection calls. You'll gain valuable experience working in a professional office with outstanding colleagues.

The successful Contact Center Associate is familiar with the Internet and has good knowledge of MS Word, Excel and Outlook. Previous call center or student lending experience is a plus, but not required. Our experienced staff will provide inclusive training to the right person with a positive, enthusiastic attitude.

Join the CampusDoor Team! Send your resume to careers@campusdoor.com

CampusDoor is an Equal Employment Opportunity (EEO) employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities.