

## **Probate Loan Servicing Specialist**

**Salary Details:** *Paid hourly, based on experience*

**Job Type:** *Full-time; experience preferred, but not required*

**Benefits:** *Medical, Dental, and Vision after 60 days of employment, Short term disability benefits after 90 days of employment, 401K with company match, Ten vacation days/Three Personal Days, Unlimited bonus potential*

**Availability:** *Between 8am – 9pm; Monday – Friday*

*Schedules can be adjusted based on personal needs with appropriate documentation.*

**Company Perks:** *Employee Discount with a top 5 automaker, discount on apparel for active wear retailer, 8% discount for Verizon Wireless customers, Onsite "Bistro To Go" vending and fresh foods available, contests and community involvement initiatives.*

### **Job Description:**

*The Probate Care Counselor will provide assistance to individuals or contacts associated to a decedent and help navigate those parties through the complex probate process. Probate is the legal process used to administer the estate of the deceased. SIMM Counselors will begin contacting the appropriate parties to determine estate situations, community property obligations and/or co-debtor obligations. For those decedents with a viable estate, counselors will collect payment for outstanding debts by way of filing a creditor's claim or through an empathetic recovery solution. This ensures that Survivors are treated with the utmost respect and compassion.*

### **Job Responsibilities:**

- *Make calls to contacts connected to a decedent's estate (i.e. survivor, executor, attorney, etc.) to determine estate situations*
- *Monitor assigned queues and follow up accordingly with customers, investors & attorneys*
- *Review ongoing workout plans with customers, evaluate their needs & issues and counsel them appropriately*
- *Responsible for complying with federal, state & local regulations pertaining to collections and bankruptcy practices*
- *Analyst will be responsible for inputting results of conversations into SIMM's servicing system*
- *Applying polite and customer-service-focused communication that adheres to federal and state guidelines on each and every phone call*
- *Utilizing computer systems for data collection and contact information*
- *Attempting to collect payments*
- *Ensuring all customer information is correct, including phone numbers, addresses, etc.*
- *Following federal and state laws dealing with debt collection*
- *Escalating issues to the Team Lead and/or Operations Manager*
- *Working in a supportive, team call-center environment*

### **Job Requirements:**

- *Team player with strong written and verbal communication skills*
- *Great attitude with the ability to be assertive and strong analytical skills for decision-making*
- *Enjoy speaking on the phone with people and performing computer research*
- *Proficient in basic computer and keyboarding skills*
- *Ability to work in a fast-paced environment; effectively sharing ideas, skills and knowledge*
- *Detail-oriented with strong organizational skills*
- *Bilingual a plus, but not required*

**Education:** *High School Diploma required: College Degree preferred*

*Must be able to pass a criminal background check and drug screen*