CAP ONE CORE-LINDON, UT

**Job Description:**

* **Seeking dynamic and experienced candidates to fill our Customer Service Representative position for our strategic direction with our Strategic Partnerships.**

**Our new vision for customer care is to create a consistently delightful customer experience through a culture of customer-centric thinking that will dramatically impact our Net Promoter Score and drive revenue growth. We are embarking on a major cultural shift from focusing on traditional call center metrics, to delighting customers by solving their problems while demonstrating that we care.**

**Responsibilities:**

**- Provide excellent customer service to existing customers**  
**- Perform account level research and advise customer of products that may benefit them**  
**- Attend team meetings**  
**- Stay up to date on all changes, developments and enhancements for all systems, products, and upgrades**  
**- Update account information and complete accurate documentation**  
**- Review documentation and problem solve to resolve customer's issues  
- Answering questions about customers’ accounts**

**We are seeking self-starting individuals with a strong attention to detail and an outstanding passion for our customers. Candidates should possess strong written and verbal communication skills in order to succeed in this role. This candidate will be able to work independently, but will also enjoy collaborating with teammates to achieve common goals.**

**Qualifications:**

***Basic Qualifications***  
**- Have completed at least a high school diploma or GED**  
**- Must be 18 years old or older**  
  
***Preferred Qualifications***  
**- 1 year of call center experience  
- At least 2 years of customer service experience**   
**- Basic to advanced knowledge of the credit industry**

**This is a full time position! We are open on weekends. This position will be in our site in Lindon, Utah**

**FRONTIER BENEFITS:**

**-4 WEEKS OF VACATION**

**-$5500 IN TUITION REIMBURSEMENT**

**-401K, MEDICAL, DENTAL AFTER 90 DAYS**