



## Job Board Posting

<b>Job Title</b>	<b>Customer Service Representative (CSR)</b>			<b># of Openings</b>	1	
<b>Company Name</b>	Tower Loan		<b>Industry</b>	Consumer Finance		
<b>Worksite Address</b>	481 North Commons Dr., Unit F, Aurora, IL 60504		<b>County</b>	<input type="checkbox"/> Kane <input type="checkbox"/> Kendall <input type="checkbox"/> DeKalb <input checked="" type="checkbox"/> Other: DuPage		
<b>Job Type</b>	<input checked="" type="checkbox"/> Full-Time, Regular <input type="checkbox"/> Other- Please Specify:		<b>Hours Per Week</b>	40-45		
<b>Required Schedule/ Shift</b>	<input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Thursday <input type="checkbox"/> Sunday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Friday <input type="checkbox"/> Rotating <input checked="" type="checkbox"/> Wednesday <input type="checkbox"/> Saturday		<input checked="" type="checkbox"/> Day/1 <sup>st</sup> Shift <input type="checkbox"/> Rotating <input type="checkbox"/> Evening/2 <sup>nd</sup> Shift <input type="checkbox"/> Split <input type="checkbox"/> Night/3 <sup>rd</sup> Shift			
<b>Salary Rate/Range</b>	\$18 per Hour, Plus Commission	<b>Benefits</b>	<input checked="" type="checkbox"/> Medical <input checked="" type="checkbox"/> Dental <input checked="" type="checkbox"/> Vision	<input checked="" type="checkbox"/> 401K <input type="checkbox"/> Profit Sharing <input type="checkbox"/> Pension	<input checked="" type="checkbox"/> Vacation <input checked="" type="checkbox"/> Holiday Pay <input type="checkbox"/> Other:	<input type="checkbox"/> No Benefits
<b>Job Description/ Duties and Responsibilities</b>	<p>Currently, we are seeking to hire a Customer Service Representative at our Aurora location. The heart of Tower Loan lies with our Customer Service Representative! Our representatives provide the best experience to our customers to earn their continued business. As a CSR, you will speak with customers, process payments, manage a cash drawer, and file paperwork.</p> <p><u>Summary of Key Job Responsibilities:</u></p> <ul style="list-style-type: none"> <li>▪ Demonstrate a high level of customer assistance by phone and in-person</li> <li>▪ Receive and record payments in customer accounts</li> <li>▪ Market to current and former customers over the phone and in-person for additional business</li> <li>▪ Maintain and secure cash drawer and accounting activities (i.e. balancing and preparing deposits)</li> <li>▪ Perform office administrative activities including, but not limited to, checking branch mail, filing, office supplies, etc.</li> <li>▪ Investigate credit and process loan applications</li> <li>▪ Perform all other duties and responsibilities as assigned</li> </ul>					
<b>Required Education Level</b>	<input type="checkbox"/> No educational requirement <input type="checkbox"/> Associate Degree <input type="checkbox"/> Vocational Certificate or Credential <input checked="" type="checkbox"/> High School Diploma or GED <input type="checkbox"/> Bachelor's Degree <input checked="" type="checkbox"/> Occupational License Requirement(s) (please explain): Valid Driver's License <input type="checkbox"/> Some College <input type="checkbox"/> Master's Degree					
<b>Other Job Requirements/ Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Effective communication and time management skills</li> <li>▪ Reliable personal transportation with insurance</li> <li>▪ Ability to stand and sit for long periods of time</li> <li>▪ Ability to lift and maneuver up to 20 pounds</li> </ul>					
<b>Pre-Employment Requirements</b>	<input checked="" type="checkbox"/> Background Check <input type="checkbox"/> Physical Exam <input checked="" type="checkbox"/> Other- Please Specify: Minimum 3 reference check <input checked="" type="checkbox"/> Drug Screening <input type="checkbox"/> Tools/Equipment/Uniforms					
<b>How to Apply</b>	Apply Online at the Following Link on the Tower Loan Website: <a href="https://hrmdirect.com/Customer-Service-Representative-Aurora-Careers">Customer Service Representative Aurora - Careers At Tower Loan (hrmdirect.com)</a>					