



Customer Support Specialist

Company

Rock Connections LLC

Location

US-MI-Detroit

Position Details

Who We Are

We're the #1 online lender in America, closing loans in all 50 states, and we've grown to be one of the largest full-service residential mortgage lenders in the country. Quicken Loans was named a J.D. Power and Associates 2010 – 2015 Customer Service Champion, one of only 40 companies named in the U.S. We were also ranked highest in the nation for customer satisfaction among mortgage servicers the last two years, the first years we were eligible. There's a simple reason we've been so successful: We care about the people we work with.

If you're tired of stuffy, bureaucratic workplaces, then you'll be delighted to find something different. We strive to make a creative, fun and collaborative environment you simply won't find anywhere else. Quicken Loans has been named #1 in ESSENCE Magazine's first ever list of "Best Place to Work for African Americans". We've been on Computerworld's "Best Places to Work in IT" list for 11 years running, hitting #1 the last three years, and we've been named to Fortune magazine's list of "100 Best Companies to Work For" for the past 12 years, ranking as high as #2.

For more information or to apply, go to: <https://careers-quickenloans.icims.com/jobs/16096/customer-support-specialist/job>

What You'll Do/Need

When customers have questions or suggestions about a company's service or product, they turn to Customer Support Specialists for answers. Customer Support Specialists provide specific information regarding the services, products or materials offered by a company. They answer phones, provide troubleshooting information, report and analyze customers' information and needs, issue billing details and open and close customer accounts. In summary, they are the direct link between a company and its existing and potential customers!

Qualified candidates for this position must have an appetite for excellence, outstanding communication and organizational skills, as well as the ability to readily build relationships over the phone! Additionally, a qualified candidate must be quality-focused, an effective team player and motivated to achieve a rewarding career within the organization.

Responsibilities

- Answer inbound client service calls
- Transfer clients to the appropriate parties for assistance

- Update and code member profiles to ensure the most up-to-date and accurate information is present
- Provide clients with basic company information when asked
- Propose solutions to problems and utilize all available resources
- Provide clients with exceptional perceptions of our clients

Requirements

- Exceptional client service skills
- Excellent verbal and written communication skills
- Strong attention to detail
- A stable work history
- A desire to learn and be part of a growing team
- Proficiency in the Microsoft Office suite
- Bachelor's degree is preferred

What You'll Get

- Excellent benefits package that includes a 401(k) match, medical/dental/vision, and much more
- Opportunities to participate in professional and personal development programs, including personal empowerment coaching, leadership training and ongoing personal growth training
- Other incentives, contests and rewards, including trips, event tickets, cash prizes and more

Why We're Different

Corporate politics not your strong suit? The anti-corporate culture of Quicken Loans gives our team members the initiative to build solutions together and grow both personally and professionally. At Quicken Loans, we're in the business of putting roofs over our clients' heads, but we certainly aren't putting ceilings on our team members' careers. If you're interested in working in a place with a philosophy that's truly different, apply today.

Quicken Loans is an equal opportunity employer.