Customer Service Representative

About Us:

At Utah Higher Education Assistance Authority (UHEAA) our vision is to provide the best student loan experience anywhere and to improve the quality of life for Utahns by removing financial barriers to higher education. Our mission is to guide families through the financing of higher education. We teach students to save for education, pursue scholarships and grants, and borrow wisely. We provide conscientious, personal service to borrowers and promote responsible repayment. Student success in financing and completing their educational goals fulfills our mission.

UHEAA has a need for dependable, enthusiastic people in our Customer Service area to help federal student loan borrowers. If you have the passion to help people and need the right career opportunity, our Customer Service position may be the job for you.

Job Description

UHEAA is an established organization offering rapid career advancement, stability and excellent benefits. As part of our team the Customer Service Representatives will counsel borrowers through inbound and outbound calls, update accounts, locate borrowers, and perform collection activities on current, early, and late-stage delinquent accounts.

Knowledge and Skills Required:

- Friendly, service-oriented, dedicated, motivated to grow, and focused on continue learning.
- Punctual and dependable.
- Excellent verbal and written communication skills.
- Ability to speak clearly, using a courteous pleasant tone.
- Experience working in a fast-paced environment.
- Experience dealing with upset customers and difficult situations.
- Demonstrated ability to achieve individual and team goals.
- Demonstrated skill in basic use of computers. Type at least 35 wpm. Ability to use a 10-key by touch is helpful, but not required. Finalists will be asked to take a keyboarding test and a competency skill assessment.

Education: A high school diploma or GED is required.

Work Schedule: We have full-time positions available Monday through Thursday 10AM-7PM Friday 8AM-5PM as well as schedules that may be suited for someone who needs more flexibility. The part-time (30hrs) schedule is Monday through Thursday 1PM – 7PM and Friday 11AM – 5PM. If you need your mornings free for other endeavors, this may be the job for you!
Benefits:

We offer a competitive salary of $12.25 per hour plus benefits, including:

- Health, Dental, and Prescription Plans
- Flexible Spending Accounts
- Retirement through Utah State Retirement Systems
- Tuition reduction and job-related education reimbursement
- Trax and Frontrunner passes
- Covered Parking

How to Apply:
To apply, please go to our website [https://ushejobs.silkroad.com](https://ushejobs.silkroad.com) and select **Job Openings** then select **Search Current Openings**. Click **Perform Search** to see all openings. Choose this position from the list.

To be considered please complete a profile (application) and upload the following documents:

- Resume
- List of Professional References

**TIP:** It is simpler to upload if you have these in one document.

Please have all documents ready before applying. Once you have completed the electronic application your information will be saved. You will be able to revisit the website and apply for future positions using your email address and password. You may also upload an updated resume or edit your profile as needed.

Human Resources  
Utah System of Higher Education  
Board of Regents Building, The Gateway  
60 South 400 West  
Salt Lake City, UT 84101

The USHE is an “Equal Opportunity Employer,” and prohibits, in all employment-related practices and decisions, discrimination, harassment or prejudicial treatment against any person based on race, color, religion, national or ethnic origin, gender, pregnancy, childbirth, pregnancy-related conditions, age, disability, veteran status, or otherwise as provided by federal, state or local law.

Applicants claiming veteran’s or disabled veteran’s preference must submit a photocopy of their honorable discharge (such as DD-214) showing dates of active service and verification of disability. We are concerned about violence in the workplace, falsified employment applications, and employee theft. We conduct a full background check on all candidates for employment.

This employer participates in E-Verify. This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee’s Form I-9 to confirm work authorization.