

## Customer Support / Data Entry Specialist

If you have a passion for **customer support** and you like a small company environment where you have responsibility and a voice, then this position might be what you've been looking for.

Credit Union Leasing of America (CULA) is one of the fastest growing companies in San Diego and we are the leader in one of the top markets in America. CULA provides indirect auto leasing services to credit unions. We've been leading the way since 1988 to successfully deploy auto leasing programs within credit unions across the country.

The Customer Support & Data Entry Specialist is accountable for delivering 'WOW' service to CULA's credit union clients and end-user customers (lessees). This is a fast-paced position that requires efficient and accurate data entry and scanning. This role is M-F, hours 7:30-4PM.

### **Responsibilities:**

- High volume in bound and out bound calls to lessee about end of term options.
- Respond and documents customer inquiries; reviews previous notes & responses.
- Responds to inquiry calls and emails when a lessee is approaching their scheduled termination date.
- Responsible for informing the lessee of their options at lease end and assisting them with what needs to be done to complete their lease end process.
- Processes registrations, tickets, violations and property taxes, excise tax, demands, warrants and abatements.
- Scanning of Documents
- Data Entry
- Printing documents, preparing and mailing envelopes.

### **Requirements:**

- Must have strong people skills and enjoy working with people especially over the phone.
- 1-2 years customer support experience.
- Strong attention to detail and accuracy.
- Proficient with Microsoft Suite and computer literate.
- MUST BE proficient in data entry, 10-Key and type 40-50 wpm.

### **We offer:**

- Medical & Dental Insurance
- Paid Holidays, Vacation Time
- Retirement Savings Plan (401K)
- Employee Bonus Program
- A friendly, great culture!