



# Job Board Posting Form

<b>Job Title</b>	<b>CCB- Specialist I</b>		<b># of Openings</b>	<b>25+</b>
<b>Company Name</b>	<b>Chase Card Services</b>	<b>Industry/Nature of Business</b>	Credit/Debit Card Services; Chase is a leading provider of diverse financial services worldwide.	
<b>Worksite Address</b>	2500 Westfield Drive, Elgin, IL 60124	<b>County</b>	<input checked="" type="checkbox"/> Kane <input type="checkbox"/> Kendall <input type="checkbox"/> DeKalb	
<b>Job Type</b>	<input checked="" type="checkbox"/> Full-Time, Regular <input type="checkbox"/> Other- <i>Please Specify:</i>	<b># of Hours Per Week</b>	40	
<b>Required Schedule/ Shift</b>	<input type="checkbox"/> Monday <input type="checkbox"/> Thursday <input type="checkbox"/> Sunday <input type="checkbox"/> Tuesday <input type="checkbox"/> Friday <input checked="" type="checkbox"/> Rotating <input type="checkbox"/> Wednesday <input type="checkbox"/> Saturday	<input checked="" type="checkbox"/> Day/1 <sup>st</sup> Shift <input type="checkbox"/> Rotating <input checked="" type="checkbox"/> Evening/2 <sup>nd</sup> Shift <input type="checkbox"/> Split <input checked="" type="checkbox"/> Night/3 <sup>rd</sup> Shift		
<b>Benefits</b>	<input checked="" type="checkbox"/> Medical <input checked="" type="checkbox"/> 401K <input checked="" type="checkbox"/> Dental <input type="checkbox"/> Profit Sharing <input checked="" type="checkbox"/> Vision <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>Working at Chase means making a real difference every day for your customers, your community and yourself. How? By putting others first, doing what’s right and creating solutions that make lives better. Build your career on our strong foundation and help shape what’s next for you and for us. Chase, a leading provider of diverse financial services worldwide, is actively seeking team members to create lifelong engaged relationships with our customers by delivering superior service and quality with every customer interaction. Successful candidates in this vital position are flexible and problem-solvers who enjoy helping customers resolve their questions and concerns.</p> <p>We have multiple opportunities for <b>Specialist</b> positions in our Fraud, Collections, and Customer Service groups.</p> <p>Our <i>Fraud, Claims &amp; Disputes</i> group ensures our customers receive the best fraud detection and protection in the industry. Whether this involves credit card, debit card, and/or deposit accounts, our operational strategies are aimed at mitigating fraud losses to the Bank and our customers.</p> <p>Our <i>Collections</i> group creates and delivers the right solutions to our customers to resolve account delinquency, directly impacting the risk of loss to the Bank.</p> <p>Our <i>Customer Service</i> group provides exceptional customer service to our retail and credit card customers with a broad array of products and services.</p> <p>We are looking for individuals with a passion for Fraud, Collections and Customer Service with the following skills:</p> <p><b><u>CUSTOMER FOCUS</u></b></p> <ul style="list-style-type: none"> <li>• Take ownership of each customer while empathizing and prioritizing customer needs</li> <li>• Resolve conflicts and manage customer expectations</li> <li>• Determine customer needs and provide appropriate solutions through relationship building</li> </ul> <p><b><u>COMMUNICATION SKILLS</u></b></p> <ul style="list-style-type: none"> <li>• Effective verbal and written communication with both external and internal customers</li> <li>• Document customer account activities thoroughly and concisely</li> <li>• Engage in interactive dialogue with customers through active listening</li> </ul>			

<b>Job Description/ Duties and Responsibilities (Continued)</b>	<p><b><u>PROBLEM SOLVING SKILLS</u></b></p> <ul style="list-style-type: none"> <li>• Approach problems logically and with good judgment to ensure the appropriate customer outcome</li> <li>• Make appropriate decisions on behalf of the customer quickly and effectively</li> <li>• Effectively prioritize work to ensure efficiency</li> <li>• Conduct research as needed</li> </ul> <p><b><u>ANALYTICAL SKILLS</u></b></p> <ul style="list-style-type: none"> <li>• Critical thinker and ability to exercise independent judgment</li> <li>• Accuracy and attention to detail</li> <li>• Required to abide by all applicable regulatory and department practices and procedures</li> </ul> <p><b><u>COMPUTER SKILLS</u></b></p> <ul style="list-style-type: none"> <li>• Familiarity with multiple browsers, multiple tabs, window navigation and instant messenger tools</li> <li>• Fluency in Windows Operating Systems and Microsoft Office tools</li> </ul> <p>Chase provides a professional and fun environment for employees so they can focus on providing great service to our customers. As part of a diverse and dynamic team, Specialists receive ongoing training and development to enrich their skills and build a career at Chase.</p> <p><b>Training Schedule:</b> Formal paid training will take place dependent on the training requirements for the position, and days and times of the training may vary. Specific information will be provided by the Recruiter.</p> <p><b>Work Schedule:</b> Work schedules will vary. Candidates must be willing to work schedules during our operating hours, which include evenings and weekends. Specific information will be provided by the Recruiter.</p> <p>Our team members are dynamic. They seek opportunities to take initiative, adjust quickly to change, have a positive attitude, and take responsibility for results. They are able to deliver a great customer experience, even when handling challenging situations by offering customers alternative solutions and enhanced products.</p>
<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 type="checkbox"/> Occupational License, including Driver's License <input type="checkbox"/> Some College <input type="checkbox"/> Master's Degree    Requirement(s) <i>(please explain)</i> :
<b>Other Job Requirements/ Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of one year of customer interaction or customer support experience strongly preferred, either by phone or face to face</li> <li>• Must be willing to work in an environment that requires 100% phone-based customer interaction</li> <li>• Proficiency with basic computer functions including mouse and keyboard usage, launching applications, conducting searches on the Internet, and maneuvering in a Windows-based environment strongly preferred</li> <li>• High School Diploma or equivalent required</li> </ul>
<b>Pre-Employment Requirements</b>	<input checked="" type="checkbox"/> Background Check <input type="checkbox"/> Physical Exam <input checked="" type="checkbox"/> Other- <i>Please Specify: Employment Verification</i> <input checked="" type="checkbox"/> Drug Screening <input type="checkbox"/> Tools/Equipment/Uniforms
<b>How to Apply</b>	<p>To apply for this opportunity and/or any other opportunities currently available at the Elgin Card Services division of Chase, please visit us online and complete the application process: <a href="http://www.chase.com/careers">www.chase.com/careers</a> Select <b>"Search Jobs"</b> in the upper right corner, and search by zip code (60124).</p>