

# Bilingual Spanish Debt Counselor/Quality Service Associate

## (Customer Service Representatives)

If you're looking for a lucrative opportunity and the chance to develop your career, ConServe is the place for you! Here's why!

- **Work from home** once training is complete
- **Start at \$16 per hour + Performance Bonus Opportunities**
- **100% ConServe paid** Individual Medical and Family Dental & Vision Insurance
- 401K Company Match and Profit Sharing
- Vacation, Personal Time + 10 Paid Holidays
- Paid Training/Tuition Reimbursement
- Work/Life Balance
- A Global Top 125 Training Award Winner
- Rochester Business Ethics Award & Better Business Bureau Torch Award for Ethics Recipient
- Consistently named a Top Workplace



### SUMMARY OF POSITION

- Obtain information from Consumers in order to determine current financial situation and determine solutions
- Provide solutions to Consumers to enable them to resolve their obligation administratively or voluntarily
- Gather proper documentation from Consumers and maintain appropriate follow-up
- Meet daily, weekly and monthly goals as set by management at ConServe
- Make between 125-200 phone calls per day and work in a call center environment

### KEY SKILLS, ABILITIES & REQUIREMENTS

- Full time position with the ability to work an eight-hour shift including two (2) evenings per week until 9:00 PM and three (3) days, 8:00 AM – 5:00 PM
- Fluent in conversational Spanish and English
- Ability to proficiently read and write English
- Ability to document calls while on the phone and navigate software packages
- Willingness to obtain a background check
- Ability to obtain and maintain company sponsored Government Security Clearance
- No conflicts of interest with ConServe or our Clients
- Must be able to train and work in the office, however, remote work is currently preferred once training is complete
- See posting online at [www.ConServeJobs.com](http://www.ConServeJobs.com) for additional requirements

Continental Service Group, Inc., d/b/a ConServe endeavors to make [www.conserve-arm.com](http://www.conserve-arm.com) accessible to any and all users. If you would like to contact us regarding the accessibility of our website or need assistance completing the application process, please contact our Recruiting Department at: 585-421-1000, extension: 2277 or by emailing: [jgehrlein@conserve-arm.com](mailto:jgehrlein@conserve-arm.com).

**To learn more & apply, interested candidates should visit [www.ConServeJobs.com](http://www.ConServeJobs.com).**

Corporate Headquarters  
200 CrossKeys Office Park  
Fairport, NY 14450

Henrietta Office Location  
95 Methodist Hill Dr.  
Rochester, NY 14623

Buffalo Office Location  
201 Como Park Blvd.  
Cheektowaga, NY 14227

Qualified applicants will receive consideration for employment regardless of race, color, creed, religion, national origin, ancestry, sex, pregnancy (including childbirth and related medical conditions), age, sexual orientation, gender identity, transgender status, protected veteran and military status, marital or familial status, physical or mental disability, victim of domestic violence status, predisposing genetic characteristics or genetic information (including characteristics and testing), or any other legally protected category under federal, state, or local law.

ConServe is an Equal Opportunity Employer and a Drug Free Workplace.

