Customer Service Representative – Hardest Hit Fund

Illinois Housing Development Authority is looking for a Customer Service Representative. This individual is responsible for receiving and responding to inquiries and disseminating information about Hardest Hit Fund Program as well as other programs related to Homeownership as needed. With a particular emphasis on identifying all appropriate resources to assist the customer and navigating any department systems to accurately respond to the caller inquiry. The Customer Service Representative handles calls, email requests and other communications independently or directs requests to the appropriate referral.

Education and Experience Requirements:
Must possess excellent customer service skills and the ability to communicate professionally and effectively with people over the telephone and via email. A wide degree of creativity and latitude is expected. Must be highly dependable. Must possess knowledge of computer software (database, Excel and Word), switchboard, and the Internet. Requires a high school diploma. Bilingual in Spanish is preferred.

Excellent benefits package, including 401(k); immediate vesting.

Submit resume to:

https://home2.eease.adp.com/recruit/?id=19122252

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