



(<https://www.idahohousing.com/>)

Bilingual Customer Service Representative

[Apply \(/Recruiting/jobs/Apply/2037\)](/Recruiting/jobs/Apply/2037)

Boise, ID (<http://maps.google.com/maps?q=1111+W.+Jefferson+St+Boise+ID+USA+83702>) • Loan Servicing



Job Type

Full-time

Description

Idaho Housing and Finance Association is seeking a hard-working and motivated Bilingual Customer Service Representative to join our Mortgage Loan Servicing Department. The successful candidate will respond to customer inquiries related to their mortgage payments, taxes, and/or insurance and be familiar with mortgage terminology in both English and Spanish.

This position requires you to be on-site for your initial 6 months of employment. After 6 months with good performance, you will have the opportunity to work fully remote.

In this role, you will:

- Respond timely and effectively to customer inquiries
- Assist with administration of single-family home loans
- Actively listen to customers and offer appropriate education and assistance
- Ensure the privacy and security of client information
- Redirect calls to appropriate agents, queues, or departments

Requirements

Minimum Qualifications:

- Must be fluent in Spanish
- Must be able to work in the office for 6 months; after 6 months with great performance, you are eligible to work remotely
- Ability to work independently, organize, prioritize, and perform job responsibilities
- Ability to maintain excellent customer relations at all times

Preferred Qualifications:

- Call Center experience preferred
- 1-2 years of experience in residential real estate lending, residential loan processing, loan closing, and/or loan servicing preferred

Salary Description

\$19 an hour

[Apply \(/Recruiting/jobs/Apply/2037325\)](/Recruiting/jobs/Apply/2037325)

[↩ View All Jobs \(/Recruiting/Jobs/All/086ff44d-f2f9-43d1-a30e-1673f748ae74\)](/Recruiting/Jobs/All/086ff44d-f2f9-43d1-a30e-1673f748ae74)