JOB DESCRIPTION

Position: Client Service Representative
Company: Triumph Business Capital
Location: 701 Canyon Drive, Suite 100, Coppell, Texas 75019
Department: Recourse (Fleet Clients)
Hours: M – F, 8:00am – 5:00pm
Supervisor Title: Account Executive

Position Summary: The Client Service Representative supports administration and processing of client funding requests and provides customer service levels consistent with the business objectives of the company.

ESSENTIAL DUTIES AND RESPONSIBILITIES

• Provides outstanding customer service via telephone, email and written correspondence.
• Reviews batches of invoices uploaded into the operating system by Funding Processor to ensure they are complete with invoice images.
• Review and ensure proper load documentation is correctly imaged in database. Effectively communicates with client if missing documentation.
• Verification of invoices with the assigned debtor, following prescribed protocol per the Risk Management Program and Risk Rating assigned to client.
• Enter verification notes into the operating system.
• Makes recommendation to Account Executive whether to approve, hold or deny purchase of specific invoices based on verification results.
• Follow up on Notice of Assignment (NOA) failures each day. Updating the system with appropriate information to ensure NOA is successfully sent on each debtor’s account.
• Reviews clients’ A/R aging and records NOA acceptance based on payment history.
• Resolution of Open Credits, Post Verifications and Confirmations on accounts as needed.
• Resolution of Disputed Items under the direction of the Account Executive.

EXPERIENCE AND EDUCATION

• A college degree is preferred; will consider high school graduate or equivalent with a minimum of 3 years’ experience in a fast-paced customer service office environment.
• Knowledge of freight, transportation, and/or logistics industry is preferred.
SKILLS AND ABILITIES REQUIRED

- Professional customer service and Microsoft Office skills to effectively process client and collateral requests related to servicing a growing invoice portfolio.
- Ability to multi-task and stay focused at high levels of productivity.
- Ability to provide excellent customer service while meeting funding deadlines.
- Excellent verbal and written communication skills.
- Ability to understand and follow written and verbal instructions and directions given by manager.

SALARY AND EMPLOYMENT

- Compensation commensurate with experience, skills, and position responsibilities.
- Company benefits including Medical, Vision, Dental, 401K and others.

HOW TO SUBMIT A RESUME

Qualified candidates, please send your resume in either Microsoft Word or Adobe PDF to: employment@triumphbcap.com

Given candidate interest in this position, we may only be able to contact qualified candidates. Thank you in advance for understanding if we do not contact you.

Equal Employment Opportunity Statement: Triumph Business Capital and Triumph Bancorp, Inc. and its subsidiaries, provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, or status as a covered veteran in accordance with applicable federal, state and local laws.

ABOUT TRIUMPH BUSINESS CAPITAL

Founded in 2004, Advance Business Capital LLC, now doing business as Triumph Business Capital, is a leading provider of invoice factoring to small and medium-sized businesses in transportation, manufacturing, distribution, energy services, staffing and other industries. In January 2012, TRIUMPH joined forces with Triumph Bancorp, Inc., one of the fastest growing financial institutions in our home state of Texas. For more information, please visit our web site www.triumphbcap.com.