



JOB TITLE: Complaint Handling Specialist

REPORTS TO: Compliance Director

CLASSIFICATION: Non-Exempt

PAY GRADE 6 : Starting Wage \$14.26/hr

POST DATE: **04/23/2021**

CLOSING DATE: **05/07/2021**

SUMMARY/OBJECTIVE: The Complaint Handling Specialist will report to the Compliance Director and will be responsible for the day to day receiving, tracking and responding to both escalated and internal customer complaints in the consumer lending businesses. They will become the single point of contact with vendors, service providers and internal staff on all escalated and internal complaint matters.

REQUIREMENTS OF THE JOB INCLUDE: Specific duties include, but are not limited, to the following:

- Locate, collect, and record escalated complaints by reviewing all delivery channels, email boxes, and relevant websites.
- Record and monitor all correspondence between business units, vendors, service providers and customers in the Complaints Management Database.
- Investigate complaints by reviewing relevant notes, applicable documentation and account records located within all Loan Management Systems.
- Ensure accuracy and necessary updates are made to a variety of legal and internal complaint response templates.
- Draft and send written responses to escalated customer complaints within the specified timeframes established by policy.
- Assist in performing monthly compliance checks on all TLE's.
- Navigate and update the LDF Compliance Management System.
- Pull reports from the Complaints Management Database as requested by management.
- Navigate, review, and enter data within all Loan Management Systems.
- Complete data entry and make updates to a variety of compliance reports.
- Seek advice and take direction from the Compliance Director and/or Legal Department when appropriate.
- Maintain professional and technical knowledge on consumer lending regulations and customer service protocols by attending educational workshops and establishing personal contacts and networks, etc.

OTHER DUTIES: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

REQUIRED SKILLS:

- Show proficient use of Microsoft Excel and Word while creating and maintaining spreadsheets and documents.
- Possess excellent written communication skills.
- Maintain impeccable record keeping and database integrity.
- Ability to communicate policy and procedure requirements and changes to multiple departments and vendors.
- Utilize conflict resolution, problem solving, and negotiation skills.
- Possess the ability to multi-task and prioritize daily tasks.
- Demonstrate a spirit of helpfulness by working as a cooperative member of a team.
- Maintain a professional attitude and appearance.



SUPERVISORY RESPONSIBILITY: This position has no direct supervisory responsibilities.

WORK ENVIRONMENT: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

While performing the duties of this job, the employee is regularly required to verbally communicate. This is a largely sedentary role which requires the ability to sit at a desk a large part of the day, bending and standing.

POSITION TYPE/EXPECTED HOURS OF WORK: This is a full-time position. Days and hours of work are primarily Monday through Friday, 8:00AM to 4:30PM. Occasional evening and weekend work may be required as job duties demand.

TRAVEL: No travel is expected for this position.

REQUIRED EDUCATION AND EXPERIENCE:

- 1 year of Experience in Compliance, Quality Assurance or Finance
- 2 years of Experience in Customer Service
- High School Diploma, G.E.D or equivalent

PREFERRED EDUCATION AND EXPERIENCE:

- 2 years of experience in compliance, quality assurance or finance

CORPORATION STANDARDS: The foundation of success is found in meeting the following LDF Holdings, LLC expectations:

- Hold attitude of safety first.
- Work ethic of loyalty, integrity, pride, perseverance, accountability, respect and teamwork
- Ambition to succeed
- Adhere to company policies and procedures.
- Represent the company in a positive and professional manner.
- Flexibility to work for extended hours to meet deadlines.
- Handle oneself with professionalism during stressful situations.
- Maintain positive attitude and morale.
- Interact effectively with all members of the company and all outside associates.
- Complete responsibilities diligently.
- Thinks big picture and considers long-term implications of ones' actions.
- Work independently, exercises discretion, applies common sense and makes competent decisions.
- Comply with designated work schedule.
- Uses company resources wisely
- Maintain neat, clean, and organized workspace.
- Constantly analyzes for ways to improve individual and/or company performance.



LDF Holdings, LLC. is committed to a drug-free workplace. To qualify for this position, the individual must submit to and pass a pre-employment drug screen with random testing thereafter.

Print: _____ Signature: _____ Date: _____

EEO STATEMENT: LDF Holdings, LLC. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. To the greatest extent feasible, preference will be given to qualified American Indians for employment opportunities.

HOW TO APPLY: To apply for this position please submit an application, resume and salary requirements to:

LDF BUSINESS DEVELOPMENT CORP.
Attn: Human Resources
PO Box 155
Lac du Flambeau, WI 54538
FAX: 866.423.6104
HR@LDFBDC.com