



Customer Service Representative

THE COMPANY

Maxim Commercial Capital, LLC (“Maxim”) is a growing specialty finance company headquartered in West Los Angeles, CA. Maxim is focused on providing senior and subordinated financing of up to \$3.0 million to small and lower middle-market businesses across many industries secured by equipment and real estate collateral. (www.maximcc.com)

THE POSITION

The Customer Service Representative is a vital member to the Portfolio Management team. This team member supports the team and the company in many capacities including being the borrowers’ resource within the company after a loan is funded, handling borrower-related requests and questions, assisting with documentation and collections matters, and cross-departmental support for the Funding and Documentation team.

JOB RESPONSIBILITIES

- Prepare and send borrower welcome packages
- Handle newer and existing borrower inquiries related to due dates, payment instructions, payment method changes, bank account changes for ACH payments, and contract related questions
- Accept customer payments using all payment methods
- Assist Vice President of Portfolio Management in coordinating and documenting amendments for existing contracts
- Assist the Portfolio Management team with collections matters and documentation
- Direct borrowers to the appropriate department within Maxim for other inquiries or issues
- Assist the Documentation and Funding team in processing of submitted loan applications

QUALIFICATIONS

Knowledge and Skills:

- Energetic, self-motivated, friendly and fanatical about providing excellent customer service
- Excellent attention to detail, accurate, and organized
- Excellent communication skills, including listening, written and verbal
- Strong basic math/arithmetic skills
- Strong ability to follow instruction
- Ability to type a minimum of 50 WPM
- Excellent computer skills including Microsoft Word and Excel
- Ability to use computer based CRM system (Salesforce, a plus)
- Exhibit a high degree of professionalism in handling sensitive and confidential information.

Experience:

- Minimum 5 years work experience working in office-like environment.
- High School Diploma or equivalent required; Undergraduate degree is preferred.
- Salary is negotiable depending on qualifications.

To apply, submit cover letter and resume to: careers@maximcc.com