

***JOB OPPORTUNITIES***

***APPLY ONLINE AT WWW.CASSINFO.COM***

**Human Resources Business Partner – FT; Salary based on experience, Hybrid after training**

The HR Business Partner serves as a resource to managers, supervisors, and staff members throughout assigned business units and departments on all employment-related matters. In addition, this position recruits personnel to maintain appropriate staffing levels and ensures compliance with employment laws and regulations. This individual works with HR leadership to plan, organize, and execute human resources programs and procedures that anticipate and support company objectives and is responsible for formulating partnerships and delivering value-added initiatives to support each division’s growth and vision.

**Major Account Representative – FT; Salary based on experience, Hybrid**

Responsible for overall management of assigned client accounts, taking a leadership role in developing

mutually beneficial working relationships, achieving account growth, and furthering the success of both the

client's and Cass's business through system enhancements, process improvements, and training to facilitate

the client's full utilization of Cass services and products.  Provides clear direction to all internal staff concerning client processes.  Offers guidance to customer service representatives regarding day-to-day client needs and inquiries.

**Operations Manager – FT; Salary based on experience, Onsite**

The Operations Manager manages the Research and Resolution Department which includes both incoming and outgoing mailing operations. The Manager is responsible for administration of personnel and department activities, controlling expenses and ensuring that the processing meets the quality and production standards of the company.

**Vendor Solutions Coordinator – FT; Salary based on experience, Onsite**

The Vendor Solutions Coordinator analyzes all available information (internal, 3rd party, invoices, and vendor portals, etc.) to determine the best method for Cass to receive and pay invoices with the objective to decrease expenses to Cass and late fees to our customers. In addition, this position establishes alternative modes to receive and pay invoices bypassing USPS and manages each solution to completion.

**Client Relations Support Representative – FT; Hybrid after completing onsite training**

Provides technical and administrative support to Client Relations Representatives and Business Systems Analysts during implementation and with day-to-day responsibilities in a manner which contributes to our clients’ satisfaction.

**Major Account Associate – FT; Hybrid after completing onsite training**

The Major Account Associate is responsible for supporting the daily activities related to the processing of assigned client accounts, both shared and solely supported, and for timely response to internal and external requests, in an effort to identify process improvements and facilitate solutions. Offers guidance to customer service representatives regarding day-to-day client needs and inquiries.

**Customer Service Associate – FT; Hybrid after completing onsite training**

The Customer Service Associate I is accountable for facilitating accurate resolution of internal and external

inquiries and issues pertaining to processing for assigned clients. Also, responsible for timely response to

inquiries and issues, while maintaining a high level of customer satisfaction.

Schedule: Monday – Friday with flexible schedule starting between 7:30am – 9:00am

**Customer Service Support Associate – FT; Remote after completing onsite training**

The Customer Service Support Associate is responsible for timely and accurate resolution of internal rejects and suspends. Schedule: Monday-Friday with flexible starting time between 5:00am-9:00am

**Payment Research Clerk – FT; Hybrid after completing onsite training**

Researches utility termination warnings, potential missing bills,and late fees. Analyzes payment history, negotiates and arranges payment with utility vendors, or executes alternative solutions as deemed necessary to avoid client shut off of utility service. Responsible for the removal of client’s late fees. Responds to calls received via the hotline.

**Files & Documentation Associate – FT; Hybrid after completing onsite training**

The Files & Documentation Associate provides accurate maintenance to the Utility Vendor, Shipper and Validation files and performs clerical functions within the department.

**Utility Invoice Processor – FT; Remote**

The Utility Invoice Processor enters data accurately to initiate the payment and reporting process of utility invoices. Training will be done offsite, Monday-Friday, 7:30am-4:00pm for approximately 8 weeks. Work pick-up/drop-off is required 3 times/week. Candidates must be able to key a minimum of 8,000-9,000KSPH.

**Mailroom Clerk (Extractor) – FT; Onsite**

Extracts, sorts, and reviews utility invoices according to the department and customers’ procedures.

Schedule: Sunday, Monday, Tuesday, Thursday & Friday working 8 hours/day beginning at 10:00am-11:00am.

**Missing Bill Clerk – PT; Remote after completing onsite training**

Investigate potential missing bills according todepartment procedures. Analyzes payment history and obtains copies of bills via mail, fax, or by composing a template in order toensure timely receipt of utility bills.

**EOE/AA/Minorities/Women/Disabilities/Veterans**