



Dyck-O'Neal is looking for a talented **Connector** to join our team! Dyck-O'Neal is a privately owned financial services company in business for thirty years. We have a dynamic group of employees who are passionate about their work! The **Connector** handles outbound calls and provides support to the Collections teams. The Connector must be able to effectively communicate over the phone and with a customer service first mindset.

Duties & Responsibilities include the following, but are not limited to:

- Pull up accounts in ADS (Accelerated Data Systems)
- Manually dial all active phone numbers on an account in ADS
- Transfer correct party contacts (CPC) to the appropriate Account Representative (Mortgage Collector)
- Document each account properly in ADS with the appropriate result code
- Manually call numbers to verify if they are disconnected
- Leave a message on a recorder when allowed
- Receptionist backup

Education/Experience:

- High School Diploma or general education degree (GED) required
- Customer service experience in the mortgage industry preferred, but not required

Screening:

- Must be able to pass a background check, employment, education, drug screen & credit check as set forth by the company's background check and drug screen policies.

Knowledge, Skills and Other Abilities Required:

- Ability to follow written and/or verbal instructions
- Strong verbal communication skills
- Professionalism and a team player
- Self-motivated and detail-orientated
- Ability to read, interpret and apply federal, state and local collection laws, rules, regulations and company policies and procedures

We are a POSITIVE group of people with a good work ethic who enjoy coming to work every day! Apply if you are a top-notch, EXCEPTIONAL employee, who is looking for a career where EXCELLENCE is rewarded.

Dyck-O'Neal, Inc. is an employer of choice in the Dallas-Fort Worth Area. We are dedicated to providing a great place to work with many opportunities for advancement. In an area with a number of mortgage servicing and collections companies, many of our people have stayed for ten years or more. We encourage entry-level employees to receive training, develop skills, and graduate to more sophisticated work. As a result, we typically promote from within. Most of our mid-level and senior managers have ten to twenty years or more of relevant experience.