



# Example of Resolution Specialist Job Description

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Our growing company is hiring for a resolution specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for resolution specialist

- Responsible for their work queue and are in place to assist in call and ticket prioritization
- Will provide immediate technical feedback on the floor in the form of on the job training providing quarterly feed back to the Repair Supervisor
- Responsible for creating and distributing progress reports
- Demonstrate uncompromised integrity by acting and communicating openly, honestly and fairly in everything you do
- Collaborates with University departments, Human Resources representatives, Assistant Attorneys General, and administrative personnel in handling complaints and related issues, as appropriate
- Leads cross-departmental resolution teams in devising, refining and implementing appropriate and creative approaches to dispute resolution
- Negotiates settlements within delegated authority
- Maintains data consistent with data integrity standards at UCIRO and within Compliance and Risk Services
- Support back office operations to address escalated issues to provide resolution in a timely manner
- Monitor and address daily, weekly and monthly compliance reports

## Qualifications for resolution specialist

- Not an Entry Level Position - Requires strong competency in all aspects of

- Positive, can-do persuasion and negotiation skills to deal with difficult Customer issues
- Knowledge of and ability to explain variety of credit card products division policies and procedures
- Communication skills, both verbal and written, including strong phone skills and ability to document calls and account activity clearly
- Experience analyzing tax returns and effectively communicating lending decisions and our credit risk requirements to borrowers and third party stakeholders is required
- Thorough understanding of the Sales and Underwriting process, operational procedures, and a working knowledge of all programs and products offered is required