



Example of Resolution Specialist Job Description

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Our company is hiring for a resolution specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for resolution specialist

- Develop and maintain the Operations team process maps, procedure notes and reference material to ensure a foundation for a consistent and quality client experience
- Recognize and quickly report any process gaps in order to support an environment of continuous improvement in the Operations area
- Support the Investment Fund Operations Service Centre Training and Development program by creating and/or validating content, while also providing support for the Training Quality and Performance (TQP) team to support new hires and developing refresher training programs
- Perform after hours connectivity testing during system upgrades
- May be required to participate in system enhancement projects or process change projects
- Support the Account Resolution Team during peak periods as required
- Act as backup to the Operations Manager, when required
- Extensive research on technical issues
- Work to identify root cause of technical issues
- Partner with support teams and other departments for resolution
- Outbound calls to members for further troubleshooting

Qualifications for resolution specialist

- Must have direct experience reviewing credit reports, asset statements, and analyzing personal and business tax returns

- Must possess exceptional organization skills, time management skills, and have the ability to prioritize tasks and assignments with a strong attention to detail
- Able to provide solutions for difficult loan applications and have experience working in a time sensitive, customer service-oriented environment
- Excellent interpersonal and communication skills (verbal and written) are required
- Can include, but are not limited to satisfactory completion of background checks, fingerprinting, credit reports, testing and continuing education