

DLL is a global provider of asset-based financial solutions in the Agriculture, Food, Healthcare, Clean Technology, Transportation, Construction, Industrial and Office Technology industries. We collaborate with equipment manufacturers, dealers and distributors in more than 30 countries to enable businesses to obtain and use the assets they need to contribute meaningfully to the world.

Your Function:

As a **Sales Support Specialist**, you will be expected to perform the beginning to end process for incoming deals. You will provide sales support, make credit decisions, and fund & book the transaction.

Day to Day:

- Support a portfolio of customer accounts
- Prepare and review documents
- Make process documentation exceptions
- Make credit decisions using pre-determined rules
- Perform application entry for incoming phone deals
- Assure timely, adequate follow-up of disputes
- Make proactive customer calls and application conversions
- Activate new contracts and execute customer/dealer payments
- Fund and book transactions within required timeframes and required accuracy
- Act as a customer advocate to our Southeast customer base
- Meet or exceed customer service expectations
- Identify and escalate continuous improvement areas and processing exceptions
- Make Key Decisions
 - Determine appropriate type of application
 - Determine if documentation is enforceable
 - Customer service skills
 - Escalation of exceptions
 - Negotiate with customers
 - Ensure established transactional pricing targets are met.

Your Profile:

Please note these positions are located in the Jacksonville, Florida area

- Bachelor's Degree in a related field
- 1-3 years of Customer Service and/or Sales Support experience
- Financial industry experience preferred
- Ability to work as a team, in a fast paced environment
- Ability to enter data accurately and efficiently
- Ability to review documents and identify errors
- Ability to identify potential process improvements and escalate accordingly

We Offer:

- Two working days per year volunteering for a local charity
- Career development opportunities: online learning, member development programs, Tuition reimbursement program.
- Company matching 401k program
- Industry leading Paid Time Off package
- Outstanding Medical, Dental, Vision benefit programs