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Westlake Village Site  
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Full-Time  
Employment Opportunities  
in Westlake Village, CA



# Home Retention Specialist/Collector I

The Home Retention Specialist, Collector I position works in the loan servicing line of business assisting customers experiencing financial difficulties with their delinquent home loans. The primary responsibilities for this position include resolving late stage delinquencies on home loans through both inbound and outbound collections calls. Collectors work with customers to help them understand their mortgage terms, review delinquency patterns and negotiate payment arrangements. In addition, associates in this role will work to bring customer accounts to current status by offering different options including repayment or workout plans.

### Required Skills

- Computer Skills: Ability to navigate multiple computer programs simultaneously.
- Strong Customer service skills: At least 6 months of customer service experience
- The ability to communicate clearly and effectively.
- Flexible and able to shift priorities.
- Goal Oriented: Must exhibit strong drive for results and success

**Hours** Mon.-Thurs. 12:15 to 9:00pm, Friday 10:00am to 7:00pm, Saturdays based on business need.

**Training** Mandatory paid training lasting 4-6 weeks Monday–Friday hours above, no Saturdays.

**Location** Westlake Village, CA

**Start Date** Tuesday February 22, 2011

**To Apply for the Opportunity:** Complete an online profile and submit an application at our website:

[www.bankofamerica.com/careers](http://www.bankofamerica.com/careers)

- Click on **Job Search** in left column. Select country **United States** and click **Begin**
- Leave all fields blank. Under **Keywords or job number** enter: **1100001068** click **Begin Search**
- Select **FULL TIME - Home Retention Specialist/Collector I: Westlake Village, CA**

Thank you for your time & interest!  
*The Bank of America Recruiting Team*



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