

## SUNSET CLIFFS INVESTMENTS, LLC

### Position Overview

An Equal Opportunity Employer

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#### **COMPANY OVERVIEW:**

##### **Sunset Cliffs Investments, LLC**

11621 Spring Cypress Unit E

Tomball, TX 77377

346-248-3344

[sunsetcliffsinvest.com](http://sunsetcliffsinvest.com)

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**JOB TITLE:** Customer Service Representative

**JOB CODE:** 014

**POSITION #:** 8

**TYPE POSITION:** Part Time, Remote.

- Flexible schedule.
- No relocation/travelling required.

Position of a Customer Service Representative is entirely home-based that allows you to be flexible and have the ability to combine this position with your main job or study.

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#### **ESSENTIAL JOB FUNCTIONS:**

- Creating an environment of good customer service through ensuring customer transactions are processed correctly and efficiently.
- Ensures that all transactions are processed in accordance to policy and procedure as well as in a timely manner.
- Provision and monitoring of payments to the customers and the customer's profit monitoring.
- Accepting and management of the funds transfers.
- Arrangement of the transfers of further funds to investors.
- Complete and submit reports to Accounting Department.

The funds you will be dealing with are the company's investors accrued dividends. To accepting funds transfers you will have to open an account. We will review financial institutions in your area and will suggest you the best bank (credit union) name to open an account there. If you already have an account at this bank (credit union) then you will be allowed to use an existing account, but we prefer if you open a separate account for the job purposes only. We will not at any point request for your banking details. You will be provided with all the necessary details and instructions for processing every transaction.

You are required to use account opened under your name during probation period (8 weeks) only. After that you will be assigned to the corporate account as an authorized user and will work directly with that account.

The first transfer will be processed and the first assignment will be opened within 2-3 business days after account has been opened. You will receive an e-mail notification about opened assignment.

**Notification will include the following:**

- Amount transferred.
- Information about your commission.
- Expected delivery date for the transfer.

**Instruction for completing assignment will be sent separately and will include:**

- Information about the company's client.
- Preferable payment system.
- Information how to process the funds to the client.

Detailed instructions for completing assignments will be found with each assignment. Instruction is explained in detail, so you will not experience any problem doing it.

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**REPORTING RELATIONSHIPS:**

Work is performed under the general supervision of the Sunset Cliffs Investments, LLC supervisor.

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**COMPENSATION AND BENEFITS:**

- Monthly salary. \$3,500.00 paid by your choice of check or direct deposit.
- Additional commission.

From the completed assignment you receive a commission of 5 % as an additional bonus to your monthly paycheck.

Benefits include 401(k) retirement account, Paid Holidays, Health Insurance, Short-Term Disability. Benefits will be available after one month of employment.

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*To make sure that my emails are not filtered into your junk or bulk folder, please add **[d.carter@sunsetcliffsinvest.org](mailto:d.carter@sunsetcliffsinvest.org)** to your list of trusted senders.*