

CUSTOMER SOLUTIONS REPRESENTATIVE
– COLLECTOR – \$23/HR + INCENTIVES

HIRING ORGANIZATION

Ally Financial

EMPLOYMENT TYPE

Full-time, Part-time

BASE SALARY

USD 20 - USD 23

JOB LOCATION

Jacksonville, FL, UNITED STATES

DESCRIPTION

Company: Ally Financial

Position: Customer Solutions Representative – Collector

Industry: Collections | Financial Services

Location: Jacksonville, FL

Employment Type: Full-Time (Hybrid)

Salary: \$23.00 per hour + monthly incentives (Base pay range \$47,840 – \$54,080 annual)

HR Contact: hrpolicy@ally.com

Role Overview:

- Proactively make outbound and handle inbound calls to assist Ally auto-loan customers with late or missed payments.
- Negotiate payment arrangements, research account discrepancies, and document interactions clearly.
- Work to protect customer relationships while mitigating potential losses (including repossession avoidance).
- Adhere to all applicable state and federal laws and maintain strict confidentiality.
- Participate in training; class starts May 4, 2026.

DATE POSTED

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Key Responsibilities:

- Make outbound and handle inbound customer calls to resolve delinquent auto-loan accounts.
- Negotiate payment plans and document agreements in company systems.
- Research account issues and escalate complex cases to management.
- Meet performance metrics for call volume, delinquency resolution, and customer satisfaction.
- Recommend loss-mitigation actions to reduce repossession risk.

Skills & Eligibility:

- High school diploma or GED required.
- 0+ years experience (financial services experience preferred).
- Strong verbal and written communication; professional phone etiquette.
- Proficiency with Microsoft Windows and web-based applications.
- Ability to work flexible hours (including one Saturday/month and occasional evenings).

Preferred Qualifications & Extras:

- Bilingual (Spanish/English) a plus.
- Associate or bachelor's degree may substitute for experience.
- Sales, negotiation, and skip-tracing experience preferred.
- Strong attention to detail and ability to multi-task under metrics.

Compensation & Benefits Highlights:

- Base pay \$23/hr + monthly incentive program.
- Paid time off, paid holidays, parental leave, tuition reimbursement, childcare support options.
- 401(k) matching, employee stock purchase plan, comprehensive medical/dental/vision options.
- Relocation assistance or signing bonus may be available depending on role.

Schedule:

- Training starts May 4, 2026.
- Typical schedule after training: primarily Monday–Friday with specified shift rotations; one Saturday per month required.

How to Apply:

Send your resume or contact on WhatsApp at N/A or hrpolicy@ally.com