



JOB DESCRIPTION

Job Title: Collections Specialist **FLSA:** Non-Exempt

Reports to: Debt Recovery Department Head

Summary: This individual is a member of the debt recovery practice group and is responsible for the collection of unpaid monies through the use of telephonic settlement negotiations and payment arrangements pursuant to client guidelines.

Essential Responsibilities:

- Making collection calls and communicating via email under pre-established client guidelines in an attempt to negotiate payment plans or recover balance in full.
- Maintain daily goals and meet office/team expectations by completing daily work.
- Review accounts in case management system, and/or any other office systems for the purpose of prioritization of calls, organization of accounts, and determination of the collection strategy that will be used.
- Document in case management system any conversation or transaction that occurs with any party authorized to discuss the account.
- Obtain and confirm information necessary for collection proceedings such as employment information and bank account information.
- Follow-up functions that may be necessary in the continued attempt to collect the debt.
- Communicating daily with supervisor any issues of significance for department and any issues or new ideas for discussion in collection department meetings.
- Skip tracing for location information and asset searches as needed.
- Assist owners who come to the office to make payments.

Qualifications and Skills:

- High school graduate or GED. Some college preferred.
- Minimum of two years (3-5 preferred) work experience as collector or recovery agent in a collections or asset recovery practice.
- Experience making and receiving high volume of calls to negotiate debt settlements.
- Working knowledge and understanding of FDCPA and other collections laws.
- Strong problem solving skills, effective analytical, organizational and communication skills, with attention to detail and demonstrated ability to follow management directives, policies and procedures, and any organizational changes.
- Ability to communicate in person and by email in a professional/effective manner.
- Ability to follow and maintain strict compliance to office confidentiality, proprietary, discretionary policy, and cash handling policy under written agreement.
- Strong computer skills including: Outlook, Word and Excel. Experience in some type of case management software a plus.

ADA:

- Must be able to sit for long periods of time.
- Must be able to focus on a computer screen for multiple hours at a time.
- Must have the ability to speak and hear clearly.
- Must have the ability to reach over your head to file.
- Must be able to lift in excess of ten pounds.