



Job Title:

Collections Specialist

Department:

Collections

Reports To:

Collections Manager

Position Summary:

The Collections Specialist will be performing business to business collections and is responsible for contacting our database of customers in a professional and timely manner. The ability to maintain focus and an eagerness to collect monies owed while providing excellent customer experience.

Key Responsibilities:

Duties/Responsibilities include, but are not limited to the following:

- Resolve outstanding overpayment and short payment discrepancies
- Problem solve disputes, invoicing issues and payments
- Reporting to internal and external customers in a timely fashion
- Create environment of respectful, prompt, and efficient customer service relations to internal and external customers
- Establish and maintain strong relationships with customers and company stakeholders
- Research and skip trace customers as needed
- Maintain a professional work attitude among co-workers and clients
- Maintain a high level of attendance, report for work on time daily
- Perform functions as directed by Supervisor
- Other duties as necessary

Minimum Qualifications:

- Exceptional communication skills (both written and verbal) and openness to providing feedback to help iterate the business
- Excellent change management, organization, and prioritization skills
- Proven ability to understand company needs and translate needs into solutions
- Ability to professionally converse with customers, sales, management, and other colleagues on a daily basis
- Excellent phone etiquette and communication skills (written and verbal)
- Self motivated with ability to work with minimal supervision
- Strong work ethic, attention to detail and strong follow through