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# Example of Analyst Collections Job Description

Our innovative and growing company is looking for an analyst collections. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for analyst collections

* Part of a team of collectors who are responsible for a portfolio of customers
* Maintained a very good relation with the sales team the external customers
* Assess credit risk and establish credit limits
* Maintain accurate credit files and collection files
* Contact with customers via telephone balanced use of e-mail
* Assess accounts to determine if the company will be given a refund or deductions will be taken on future payments
* Closely monitor accounts to ensure they are not exceeding their terms & determining when accounts need to be escalated to management
* Respond to credit reference inquiries
* Owns and resolves incoming customer inquiries regarding invoicing, contract management, license provisioning, account cancellations and reductions
* Diffuses and resolves escalated internal and external customer situations

## Qualifications for analyst collections

* Collections experience preferably in a clinical trial research or healthcare-related environment
* Experience working in a Collections / Credit Control environment
* At least 3 years of collections experience preferred, including accounting and financial analysis and knowledge of policies, procedures, and credit and collections laws and regulations for collecting delinquent accounts and/or receivables
* A general knowledge, understanding of and proficiency with commercial collections as normally obtained through 1-3 years in a commercial collections environment
* Strong written and verbal communications skills a must, ability to make quick informed decisions
* 3+ years of experience in a Collections/AR role