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# Example of Collections Analyst Job Description

Our growing company is looking for a collections analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for collections analyst

* Support a high volume of customers by following defined collection strategy for making daily calls to customers and following up on arrangements made for resolution of outstanding balances
* Confer with customer by telephone in attempt to determine reason for overdue payment
* Conduct business to business (B2B) collection calls and customer visits to collect accounts receivable
* Generate financial ratios using computer programs to evaluate the customers' financial status
* Note accounts and customer disputes in collection software based on input from customers
* Manage order releases based on limits of authority
* Receive and process payments in various forms
* Resolve less complex credit problems and request assistance on highly sensitive accounts
* Communicate routinely with sales and other departments regarding past-due accounts
* Establish and review (as necessary) credit limits granted to customers

## Qualifications for collections analyst

* Fluency in English, written and spoken is mandatory - German/French proficiency is a bonus
* Bachelor’s degree in Business related field (Accounting preferred) or equivalent experience
* Ability to multi-task and be flexible with job duties
* Experience using SalesForce and Zuora preferred
* Overnight travel to markets for customer visits once or twice a year
* SAP and GetPaid experience is preferred