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# Example of Collections Associate Job Description

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

## Responsibilities for collections associate

* Prepares accounts for write offs
* Prepares accounts for agency referral/ handles agency support functions
* Researches misapplied and unapplied payments
* Collect and coordinate backup for customer refunds
* Mailing of customer refunds and assist with reconciliation of returned refund checks
* Assist with calls/emails when necessary for Import Demurrage/Exams
* Proactively identify issue and risk accounts and support timely resolution, including effectively escalating accounts to the Collections Manager who may require collection from an external agency
* Coordinate and support the preparation of periodic and ad hoc reports
* Liaise with the Customer Service, Sales, and other Teams on customer issues relating to order holds due to delinquency concerns
* Assist Collections Manager and other Billing Accounts Global Process Owners (GPO) to identify and implement process improvement initiatives and best practices

## Qualifications for collections associate

* Experience with Excel and MS Office Suite
* Ability to communicate, work in a fast-paced team-environment, and assume additional responsibilities over time
* Experience learning and using multiple corporate systems
* Three years+ of experience in collections
* Oracle, Salesforce or DNBi experience preferred, not required
* May require multi-lingual skills for specific position, , English, Spanish