Downloaded from <https://www.velvetjobs.com/job-descriptions/collections-clerk>

# Example of Collections Clerk Job Description

Our growing company is looking for a collections clerk. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for collections clerk

* Surface, investigate and raise customer account queries via manual query template or system
* Monitor and chase resolved queries
* Provide daily overdue account balances report to the Supervisor
* Raise journal amendments
* Attend regular ledger review and provide reasons for any outstanding invoices on the ledger
* Provide cover on other ledgers when required
* Action weekly/monthly aged debtor report downloads
* Provide Monthly Cash Flow forecast for assigned ledger
* Provide cover on assigned administration duties
* Involvement in the updating of documented department procedures

## Qualifications for collections clerk

* Patient collections experience
* Knowledge of accounting and receivables
* This role requires a person with excellent interpersonal skills including the ability to communicate clearly and professionally, orally and in writing
* Collections Commercial
* 3+ years of collections experience, and have experience with an automated telephone dialing system and collections database
* Up to one year related invoicing experience and/or training