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# Example of Collections Rep Job Description

Our company is growing rapidly and is looking for a collections rep. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for collections rep

* Review accounts and release orders on hold as appropriate
* Identifies accounts for referral to attorney or collection agency for Team Leader’s review and approval
* Runs invoices daily
* Runs various AR reports daily, weekly and monthly
* Updates customer maintenances fields in JD Edwards and Oracle, as needed
* Prepares or assists in preparation of reports
* Serves as a backup for other positions in the Accounts Receivable department as needed
* Researches disputed delinquent account balances, correcting any errors, including misapplied payments or overpayments
* Performs tasks with close supervision and instructions for routine work
* Answer inbound calls from customers regarding their delinquent account

## Qualifications for collections rep

* Ability to navigate between multiple systems and tasks
* One to two years’ experience in similar role
* Owns results
* 1 year plus experience in Collections or AR
* Detail oriented, quick learner and accurate
* Excellent customer service skills and ability to work in a fast paced environment