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# Example of Collections Rep Job Description

Our growing company is looking for a collections rep. 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 rep

* Ensure escalated customer concerns are resolved as needed
* Correct and track settlement and system integration errors
* Cooperate and communicate with internal customers, peers and other departments
* Delegate and prioritize work balance in partnership with Manager
* Monitor daily work of the TPSF mailbox, VKM1 mailbox, and Returns Deductions/Credits
* Create and implement improvements in efficiency with B2B Returns
* Support Manager with managing the team schedule
* Initiates, executes, and participates in process improvement projects using Lean Six Sigma methodology
* Responsible for process design, documentation, organization and implementation to team members
* Coach, train, and shadow team to ensure consistency of team and personal growth of individuals

## Qualifications for collections rep

* Handles complaints ranging from quality of service issues to billing disputes
* Problem solving, sound writing, effective communication, critical thinking, active listening, detailed oriented
* 3 years experience in customer service or compliance where writing and analytical skills were utilized
* This position is scheduled to start July 17, 2017
* One year collections experience in the medical field
* Must be flexible and able to prioritize