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# Example of Collections Representative Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of collections representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for collections representative

* Writing and submitting appeals
* Addressing denials
* Addressing refund requests
* Submitting insurance bills
* Collection of charge-offs from delinquent accounts and corresponding with attorneys on such matters
* Sorting and filing of various documents
* Performing miscellaneous clerical duties
* Work with Intelex’s internal Sales and Professional Services teams to proactively troubleshoot payment issues
* Convert accounts to ACH/CC promote electronic invoicing
* Fulfill Fair Debt Collections Practice Act (FDCPA) criteria and ensure that compliance is adhered to at all times

## Qualifications for collections representative

* Ability to actively listen and respond in a positive, empathetic manner
* Ability to handle irate customers
* Operating the telephone and listening to understand what is being said
* Navigating and understanding multiple computer screens
* Multitasking (listening to customers, obtaining information, understanding the problem, querying the customer and knowledge databases, and entering information in the appropriate fields)
* Learning and retaining large amounts of information