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# Example of Collections Representative Job Description

Our growing company is hiring for a collections representative. 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 representative

* Contact customers for overdue accounts to collect money owed or set up reasonable payment arrangements as needed
* Resolve billing and collection matters with the utmost respect to our customers
* Ensure, with the highest integrity, the importance of our customer’s privacy
* Provide information and education on the customer’s account information, balance due and payment options
* Work with the billing system and entering service orders
* Service order processing for disconnections and changes to existing accounts due to overdue account status
* Update the switch as needed to make changes to the customer’s line, such as, adding or removing features, disconnecting accounts for non-payment and reconnecting after suspension
* Ensure accuracy and confidentiality of all customer accounts
* Outbound customer calls as needed
* Ability to devise creative solutions when customer problems are unique and require an original approach

## Qualifications for collections representative

* Experience in a repetitive, high volume, structured outbound call center environment
* Striving to close the transaction every time
* Handles a high volume of customers effectively
* Willing to meet high performance standards, performance metrics and goals in support of the company’s vision and mission
* Flexible and able to switch gears
* Ability to effectively handle change