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# Example of Collections Representative Job Description

Our company is looking to fill the role of collections representative. 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 representative

* Using an automated dialer, contact patients to obtain payment for past-due balances
* Using Customer Service Focused Sales Technique, Negotiate payments and payment plans
* Assist patients with questions
* Work with patients to explain charges
* Make up to 50 outgoing calls to delinquent accounts daily
* Create and mail manual invoices to customers day late letters
* Take inbound customer service calls
* Handle difficult customers
* Maintain communication with our 3rd party collection agency
* Maintain accurate notes in customer accounts

## Qualifications for collections representative

* Able to work with all types of people and customers
* Able to work with difficult customers at times
* Treats everyone with respect and dignity
* Consumer collection experience in a call center environment is a plus
* Must be professional and business savvy
* Ability to support collection efforts on consumer loan portfolio some limited interaction on first mortgage portfolio