Downloaded from <https://www.velvetjobs.com/job-descriptions/collections>

# Example of Collections Job Description

Our company is looking for a collections. 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

* Identify and prioritize issues impacting payment
* Daily interaction with key client personnel
* Work with Account and Program Managers to keep current with any client/customer changes
* May require root cause analysis and problem resolution
* Develop, create and analyze collection and Accounts Receivable reports
* Update customer and other stakeholder information using various software programs including UPS proprietary programs
* Interact daily with key personnel
* Will require root cause analysis and problem resolution
* Learn and master the day-to-day responsibilities of the loan collections team
* Lead, manage and supervise the day-to-day operations of a team of up to 5 collections specialists

## Qualifications for collections

* Ability to follow all company policies and procedures, internal departmental procedures to ensure consistent treatment of customers
* A natural leader with an open and outgoing manner
* Possesses a strong performance orientation, and a hands-on approach
* Collections and/or customer service experience – Preferred
* At least 3-5 year’s commercial credit / collection experience in a high transaction environment is preferred
* Prior SaaS experience preferred