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# Example of Supervisor, Collections Job Description

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

## Responsibilities for supervisor, collections

* Answer and respond appropriately to employee inquiries within the respected work area
* Provide oversight and direction to Credit Control Staff to ensure customer collections are timely and effectively managed
* Monitor receivables and collections activity
* Supervises student workers engaged in specialized library functions for a library unit, department, center or facility
* Preparation and analysis of monthly reports and metrics for DSO, Aging, status of past due accounts, if needed, corrective action steps
* Provides leadership to group to insure customer’s needs are fulfilled accurately and timely
* Supervision, training & coaching of the credit representatives including all aspects of performance management
* Effectively supervise and motivate staff to maintain a high level of customer service, quality and productivity
* Monitor outside collection vendors to ensure departmental standards are met or exceeded
* Monitor daily operational performance and prepare reports

## Qualifications for supervisor, collections

* Bachelor’s Degree of equivalent experience or equivalent experience
* Experience with project management and related methodology and experience with business unit systems, procedures, processes and general operations preferred
* 5+ years of experience in Deduction Management
* Minimum of three (3) years of experience in collections, customer service or other customer/client interfacing role required
* Experience in mortgage default preferred
* Fluency in English and a second foreign language (French