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# Example of Supervisor, Collections Job Description

Our company is looking for a supervisor, collections. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for supervisor, collections

* Supervise annual dues customer service and collections staff
* Manage day to day collections operations by organizing workflow, monitoring work assignments, volumes, distribution, and workload to ensure that work is being completed in a timely manner and that expectations are met
* Oversee daily, weekly and monthly performance and aging reports
* Initiate contact with associates who are past due on their annual dues to review account, determine reason for delinquency, secure payment in full or make payment arrangements
* Provide collections support and coaching on the portfolio of customers ensuring that all collection efforts are completed in compliance with RE/MAX guidelines
* Serve as first contact in escalation path on issues and help to resolve questions that may arise from customers
* Develop and implement annual departmental goals
* Approve and make billing adjustments and write offs
* Hire, train, set performance goals and conduct performance reviews for collections staff
* Coordinate collection incentive program

## Qualifications for supervisor, collections

* Flexibility with hours required, including evenings, weekends and holidays
* Proficiency in medical terminology and standard coding practices, CPT 4, ICD-CM-9., ADA
* Ability to lead collaboratively, within and across teams, with information sharing, facilitation skills, joint decision making, and skilled conversations about accountability
* Must possess excellent written and verbal communication skills with the ability to communicate clearly and concisely with customers, subordinates, and all other employees at all levels throughout the organization
* The ability to speak other languages is desirable
* Ability to learn and maneuver effectively and efficiently through additional systems as trained