



Example of Collection Representative Job Description

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Our company is looking for a collection 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 collection representative

- Analyzes previous account documentation, in order to determine appropriate action(s) necessary to resolve each assigned account
- Documents the billing, follow-up and/or collection step(s) that are and all measures to resolve assigned accounts, including escalation to Supervisor if necessary
- Remains in consistent daily communication with Insurance Collections Supervisor and Assistant Supervisor regarding all aspects of assigned projects, reports and requests
- Process bankruptcies, discharges, dismissals and reaffirmations on member related accounts
- Serve as the centralized patient account liaison handling all internal and external patient calls into the Business Office
- Be responsible for setting up budget plans, applications for charity care or alternative sources of payment from patients
- Be responsible for researching and handling patient billing concerns, inquiries, rebilling and resolving patient complaints
- Perform patient/insurance demographic updates and verification of benefits and co-payments
- Assign uncollectible accounts to Pre-Collection for Collectors to process within the collection guidelines
- Responsible for Cash Collections and Credit Management for Germany

Qualifications for collection representative

- Demonstrated excellent skills with full range of loss prevention and loss recovery techniques
- Ability to organize, prioritize and manage a large workload for optimum efficiency
- Proven discipline to exhaust every available resource to minimize pre or post term losses/recoveries
- Broad knowledge of Collections policies and procedures and other relevant banking operations experience is required
- Extensive negotiation and experience to deal with most difficult accounts with Customer, third party vendors, or TDAF vendors
- Demonstrated attention to detail and the ability to prioritize workload to meet department objectives efficiently