



Example of Collection Representative Job Description

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Our company is looking for a collection representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for collection representative

- Negotiates payment schedules, settlements and adjustments
 - Reviews and analyzes accounts and communicates account status to the Group Credit Manager as directed
 - Ensures all follow-up calls are made daily on accounts with payment commitments, payment plans, Includes reminder calls and correspondence to customers
 - Processes and records all attempts to contact and any other pertinent information including payments to customer accounts in credit notes/legal console
 - Prepare reports and customer information in preparation of review for Group Credit Manager
 - Manage a pipeline of loans to ensure final collateral documents (recorded mortgage and title policies) are received in an established timeframe of all serviced and subserviced loans by making outbound phone calls to external contacts which include title agents, vendors, investors or MSR owners
 - Contact county recording offices or search for recorded and missing documents utilizing web based county sites and e-recording applications to determine status of outstanding documents such as assignments and loan modification documents
 - Ensure that the company receives all outstanding final collateral documents in a timely manner in order to satisfy investor and regulatory requirements
 - Input data from final documents into document management system
 - Update document management system with status of collateral documents
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- Native/profcient English is required in written spoken
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- The schedule for this position is "on call" or as-needed
- Must be able to listen carefully and identify issues and develop a resolution rather than just getting a payment
- Prefer those with knowledge of regulatory information
- Must possess excellent communication and telephone skills, strong keyboard skills along with the knowledge of computers