



Example of Collection Representative Job Description

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Our company is growing rapidly and is hiring for a collection representative. 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 collection representative

- Cash Collection for assigned region and customers
- Selected Account Receivable and Credit Management tasks
- Establishing and maintaining contact with customers
- Ad hoc tasks
- Develop customer relations in order to establish and set appropriate timeframes for customer default
- Prepares loans to be charged-off by completing the Charge-off Request form, filing the proof of claim with the proper courts and converting the loan file to a charge-off file
- In addition, staff member will be responsible to assist with Payment transfers, credit card refunds batch processing and other related responsibilities of the cash and collections department
- Assist with other cash, collection, duties as assigned
- Researching as necessary debit/credit transactions that are discrepant or require investigation
- Ensure accuracy of each debit and credit transaction that is processed

Qualifications for collection representative

- Ability to handle complex phone calls in regards to patient accounts and insurance inquiries
- Minimum of six months of general medical billing and collection experience

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- Two to three years of medical group practice or hospital billing and/or collections experience
- Working knowledge of insurances -- HMO, PPO, EPO, Medicare, Medi-Cal, Indemnity, Workers' Compensation
- Excellent customer service and communication skills along with good math skills, ability to read, understand and follow verbal or written instructions