



Example of Collection Supervisor Job Description

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Our innovative and growing company is looking for a collection supervisor. 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 supervisor

- Assist with working difficult accounts escalated by staff and/management for resolution
- Communicate with payers, external agencies to resolve issues and foster working relationships
- Assist with preparing worksheets to submit for A/R settlements, prepare resource documents for litigation
- Complete bi annual and yearly impact performance reviews
- Monitor staff attendance and time-off to ensure adequate coverage within the departments
- Hire and orient new staff
- Maintain staff time records and employee files
- Budget resources
- Responsible for the supervision and monitoring of a group of Credit/Collection accounts
- Responsible for a specific portfolio of major retailers and other channels of distribution

Qualifications for collection supervisor

- Knowledge of GNMA, FNMA, FHLMC Document Release Custody requirements
- Strong organizational skills as it relates to tracking movement of Collateral documents

- Ability to facilitate and drive change in a fast paced and “ever changing” environment leveraging his/her strong interpersonal and influencing skills
- Must be willing and available to work additional hours to meet business needs
- Proficient with Microsoft Office Products, including Word, Excel, Outlook, Powerpoint