



Example of Collection Supervisor Job Description

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Our company is hiring 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

- Analyzes credit reports, trade and financial information to assist in establishing set credit limits and trade terms of sales for new and existing accounts within assigned portfolio
- Occasionally travels and visits customers to better understand process, procedures and settle disputes
- Researches and resolves discrepancies and customer charge-backs by working with Sales and the customers
- Makes collection calls on all past due accounts within assigned portfolio as necessary
- Traces shipments and provide proof of delivery as needed for assigned accounts
- Sends invoice and statement copies upon customer's request
- Writes demand letters for payment on delinquent accounts
- Arbitrates customer complaints-coordinate between customer & sales personnel
- Provides weekly reports as directed by the Management for accounts within assigned portfolio
- Provides back-up assistance for other departmental employees as necessary

Qualifications for collection supervisor

- Must have an acceptable credit history, which will be verified
- Knowledge of FDCPA, CFPB and Federal Bankruptcy Laws

- Ability to communicate directly with credit union members and utilize collection and negotiation techniques
- Prepares regular and customized, in-depth reports and information summarizing various aspects of unit(s) activities
- Monitors and records staff performance