



Example of Collection Job Description

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Our growing company is looking for a collection. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for collection

- Providing total support to customer and field locations with regards to receivable inquires in order to obtain permanent resolution of problems/issues
- Controlling accounts within established area by periodic review of credit files on active accounts and requesting updated financial information to assist in the revision of credit lines
- Achieve pre-defined collection goals for the assigned portfolio of accounts
- Prepare and distribute departmental reports
- Lead a group of 8-10 Collectors and Exception processors who will be communicating with customers by telephone and written communication to collect on past due accounts
- Review team activity, identify trends and assess team effectiveness in order to achieve departmental goals
- Assist team members with escalated calls and daily operational duties
- Monitor customer calls and review account activity with team members
- Assist management with employee development including training and mentoring, writing performance reviews, counseling and participating in corrective action meetings
- Collaborate with branch personnel including General & Operations Managers, Territory Representatives, Customer Service Representatives & Procurement Specialists to resolve customer inquiries and support collection efforts Perform various additional tasks as assigned

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- Bachelor degree minimum with up to 3 years and above collection or related work experience
 - Basic level of English, IT literate
 - Basic level of commercial training
 - Proactively maintain relationship with customer
 - Physically follow-up with the customer in order to ensure that outstanding invoices are paid in a timely manner
 - End to end responsibility in the external reconciliation process (managing AR ledger's accuracy)