



Example of Collections Agent Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is looking for a collections agent. 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 collections agent

- Correctly record transactions and customer interactions with defined detail
- Receive inbound calls from delinquent account holders to answer questions or making payment arrangements
- Follow all federal and state guidelines including FDCPA
- Under the support and guidance of a Team Manager, you will be in contact with customers who are seeking our help with the financial difficulties they are experiencing
- It will be your job to build and maintain the customer relationship, being mindful of those in sensitive or vulnerable positions, and negotiating a fair and sustainable payment plan
- Speaking to customers over the phone and via mail, you will also be in contact with solicitors, agents and advice centres such as CAB and Step Change
- Be in contact with customers who are seeking our help with the financial difficulties they are experiencing
- Build and maintain the customer relationship, being mindful of those in sensitive or vulnerable positions, and negotiating a fair and sustainable payment plan
- Make customers aware of any consequences and implications of their accounts being in arrears, from fees being applied to the account to taking legal action and repossession of property
- Contacting our customers aiming to collect full payments on aged accounts

Qualifications for collections agent

- Customer Service and Call Center experience is a plus
- Ability to handle a high volume of calls with confidence
- Ability to exercise discretion, tact, and courtesy
- Dependable and able to adhere to schedule
- Ability to pass a criminal background check including felonies and misdemeanors
- Call Center and/or Collections Experience is preferred