



Example of Collections Analyst Job Description

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Our growing company is hiring for a collections analyst. 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 collections analyst

- Facilitate A/R write offs and route needed contractual amendments to Budgets & Contracts when they are determined to be needed
- Assist operations, as needed, with financial information requests and questions
- Reduce receivable balances by interpreting lease language or reviewing purchase orders, auditing billing amounts, researching pay histories and collecting past due balances on rent or purchase order-based receivables
- Initiate telephone and/or customer contact and initiate timely escalation for Supervisor review when needed
- Support a high volume of customers by following defined collection strategy for initiating daily contact and consistently following up on arrangements made for resolution of outstanding balances
- Administer past due or default notices and work with management to decide if account should be written off, taken to litigation or sent to collection agency
- Maintain current collection notes for disputed items or at the contract, parent, or transaction level if applicable using SunGard's "Get Paid" AR software
- Establish and maintain positive interactions with internal departments, such as Leasing Operations, Legal, Site Acquisitions, Site Leasing Management, Engineering, Acquisition, Zoning and Permitting, and Redevelopment to resolve customer disputes in a timely manner

- Ensures timely payment of HP receivables and resolution of customer issues preventing payment, and when necessary, negotiates and implements payment solutions within HP's policies and procedures in conjunction with the Credit Analyst

Qualifications for collections analyst

- Texas Lein Notice experience is preferred
- Minimize HP's bad debt through early identification of "at risk" receivables
- Advanced English level and fluency
- Contact center knowledge and best practices, including customer relationship management systems experience such as Salesforce
- Prefer BS/BA in Finance, Accounting, or other Business degree
- Related work experiences with risk analysis and receivable collection a plus