Example of Collections Coordinator Job Description

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Our growing company is looking to fill the role of collections coordinator. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for collections coordinator

- Contacts customers with past due accounts
- Recovers delinquent accounts according to company policies and procedures
- Negotiates return or unpaid merchandise
- Call customers regularly to determine reason for overdue payment, reviewing terms of sales, service and other points of the contract/purchase orders with the customer
- Prepare and distribute letters and statements to customers for payment of delinquent accounts
- Provide regular updates to management of problem accounts
- Monitor accounts for compliance with Corporate policy and make necessary recommendations for third party collections or write off if internal collection efforts become ineffective
- Research and clean-up customer accounts with credit balance
- Respond to incoming customer questions emailed to department email address monitored by team
- Ensure compliance with Corporate and Local credit policies and other compliance requirements such as Trade Compliance, Sarbanes Oxley

Qualifications for collections coordinator

- Knowledge of personal computer, MS Office (especially Excel)
- High School diploma is required and a minimum of five years business office experience in a hospital, health insurance or other medical setting
- Typically minimum of 1 years relevant Collections experience for entry to this

- High School Diploma with 2+ years' accounts receivable/accounts payable and accounting operations experience, in complex, matrixes, global, highly regulated environments
- Advanced Oracle R12, Oracle Business Intelligence, Advanced Excel, MS Office, and data management skills
- Strong verbal and written communication skills In English.(Bilingual Spanish is a plus but not required)