

Collector Position Job Description

Position: Collector Position

Drug Test: yes

Type of Company: Collection Agency

Background Check: yes

Rate of Pay: \$9.00 plus commission

Physical:

Hours per week: full time

DMV:

Location: Stockton

Schedule: 8 am to 5 pm - 4 days of the week, with 1 late night 10 am to 7 pm. They are also required to work every other Saturday 8am to 12pm. (4off hours during the week to work Saturday)

Qualifications:

Candidate should be a self-starter with excellent communications & organizational skills. Candidate will be responsible for the collection, management and resolution of outstanding debts. The ideal candidate will possess 3rd party collections or commercial experience. Computer skills, Skip tracking knowledge a plus. Candidate will be required to meet daily and monthly goals. Good communication and negotiations skills required.

List of Tasks the person will be trained on performing:

1. Fair Debt Collection Practices Act, HIPAA, Gramm-Leach Bliley Act,
2. Calls verifying correct party
3. Negotiating payments
4. Working thru Disputes
5. Organizing queue

List of Equipment the person should be familiar with or will have to utilize while performing job tasks:

1. Computer(Microsoft word, exel, outlook)
2. Collection System
3. Copy machine
4. Printers
5. Phone system, Dialer

Type of Training to be received while working through SCAP-SE:

1. Customer Service
2. Telephone Etiquette
3. General Office procedures
4. Escalated Call Handling
5. Company Policies and Procedures