

This Collection Specialist job description template includes key Collection Specialist duties and responsibilities. You can post this template on job boards to attract prospect applicants.

Job Brief:

We are looking for a competent Collection Specialist to contact clients and collect outstanding payments. You will struck a balance between maintaining trustful relationships, and ensuring timely payments.

Our Collection Specialist should exhibit professionalism and trustworthiness. You should have excellent communication and negotiation skills, as well as an ability to work independently.

Responsibilities:

- Monitoring accounts to identify overdue payments
- Finding and contacting debtors to arrange debt payoffs
- Keeping accurate records and reporting on collection activity
- Monitor accounts to identify outstanding debts
- Investigate historical data for each debt or bill
- Find and contact clients to ask about their overdue payments
- Take actions to encourage timely debt payments
- Process payments and refunds
- Resolve billing and customer credit issues
- Update account status records and collection efforts
- Report on collection activity and accounts receivable status

Requirements:

- Proven experience as a Collection Specialist or similar role
- Knowledge of billing procedures and collection techniques (e.g. skip tracing)
- Familiarity with laws related to debt collection (e.g. FDCPA)
- Working knowledge of MS Office and databases
- Comfortable working with targets
- Patience and ability to manage stress
- Excellent communication skills (written and oral)
- Skilled in negotiation
- Problem-solving skills
- High school diploma; Associate's/Bachelor's degree is a plus