



COLLECTIONS SPECIALIST JOB DESCRIPTION

Department: Finance

Reports To: Credit Supervisor

FLSA Status: Hourly, Non-Exempt

Revised: 3/18/2016

Approved By: Credit Supervisor

Approved Date: 3/18/2016

General Description:

The collections specialist is responsible for all aspects of collection, risk assessment and reconciliation of customer accounts in the assigned portfolio providing a high level of customer service in a fast paced goal oriented collections department.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Responsible for monitoring and maintaining assigned customer accounts including:
 - Ensuring customer compliance to credit control procedures.
 - Communicating with customers in a professional manner in an attempt to encourage and secure payment.
 - Contact customers with NSF checks to recover payment and associated fees.
 - Resolving client discrepancies.
 - Propose account adjustments, ensuring appropriate back-up documentation for:
 - Small balance write off.
 - Credit memos.
 - Short payments.
- Prepare credit review summaries and recommendations.
- Maintain and improve customer relationship.
- Maintains files on all past due accounts, including accurately recording information/conversations about the status of collection efforts within AR system; sort and file any paper correspondence.
- Accountable for reducing delinquency of assigned accounts and meeting defined department goals and metrics such as a marked reduction in DSO and account balances over 90 days.
- Prepare deposits daily, including opening and listing customer payments.
- Process credit card sales and COD delivery paperwork.
- Have a working knowledge of the Fair Debt Collection Act, the Consumer Credit Collection Act, and state and federal laws applying to collection activities.
- Proactively communicate with Credit Supervisor regarding assigned portfolio including:
 - An analysis of past due accounts and suggested strategy to resolve on a weekly basis.
 - A list of issues identified attributing to account delinquency.
- Attend and participate in department and company meetings.
- Establish and maintain effective and cooperative working relationships with the Sales group, with a strong emphasis on proactive communication.
- Review and release pending sales orders, coordinating communication with both the customer and the Sales group.
- Complete any credit reference requests that are received.
- Initiate process improvement and quality reviews to simplify and improve productivity.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives.

Oral and Written Communication - Speaks and writes clearly, informatively, and persuasively in positive or negative situations; listens and gets clarification; responds well to questions. Has the ability to read and interpret written information.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Adaptability - Adapts to changes in the work environment; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan. Is consistently at work and on time; Arrives at meetings and appointments on time.

Initiative - Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things. Possess the Integrity & Character and have Interpersonal Communications Skills to interact with internal customers.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Associate's degree (A.A.) or equivalent from two-year college; or one year related experience and/or training; or equivalent combination of education and experience.

Additional Skills and Experience:

- Knowledge of Microsoft Office, including knowledge of Database software; Spreadsheet software and Word Processing software.
- Excellent customer service skills to provide support for external and internal customers.

Physical Demands:

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the team member is regularly required to sit and talk or hear. The team member is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The team member is occasionally required to walk. The team member must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.