

Beyond Green Solutions, LLC

Uniting Collections, Empathy, & Technology

Collections Specialist Job Description

General Purpose

Collections Specialist are responsible for overseeing assigned accounts to resolve unpaid bills or debts. Resolution occurs through asking questions, listening with purpose, and negotiating with confidence. A Collections Specialist will have to be polite and sensitive towards people while also remaining committed to their purpose and persistent.

We are looking for a reliable Collections Specialist to contact debtors and claim outstanding debts towards their creditors. You will be responsible for recovering the money owed in as little time as possible.

Excellent communication skills and the ability to remain calm and polite in stressful situations are important.

Main Job Duties and Responsibilities

- Keep track of assigned accounts to identify outstanding debts
- Plan course of action to recover outstanding payments
- Locate and contact debtors to inquire of their payment status
- Negotiate payoff deadlines or payment plans
- Handle questions or complaints
- Investigate and resolve discrepancies
- Create trust relationships with debtors when possible, to avoid future issues
- Update account status and database regularly
- Alert superiors of debtors unwilling or unable to pay when necessary
- Comply with requirements when legal action is unavoidable
- Other duties as assigned, including creation and/or input into policies, guidelines, and scripts in compliance with FDCPA and ACA standards

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Education and Experience

- Proven experience as debt collector or in similar customer service role
- Experience in working with targets and tight deadlines
- Working knowledge of MS Office and/or databases
- Excellent communication and people skills
- Apt in negotiating and persuading
- Ability to be polite and compassionate without lacking confidence
- Knowledge of relevant legal requirements preferred
- High school diploma is preferred

Key Skills and Competencies

- communication skills
- attention to detail
- problem solving
- innovative
- initiative
- flexible
- stress tolerance
- team player