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Collection Specialist

Calls-Customer

Service-Recovery

Hiring organization

United Consumer Financial Services

Date posted

July 18, 2022

Description

The **Recovery Specialist I** is responsible for inbound and outbound collection calls on Recovery Department accounts; providing excellent customer service regarding service issues and negotiate payment terms when the right party is reached. Key Performance Indicators include dollars collected per hour, calls per hour and monitoring on delinquent, potential repurchase and charge-off accounts.

Skills & Abilities

ESSENTIAL DUTIES & RESPONSIBILITIES

- Responsible for meeting defined department goals with a focus on reducing charge offs and increasing repurchased dollars. Meet monthly department and individual goals.
- Process outbound collection calls on potential repurchase accounts which are at risk for charging off and increasing monthly bad debt.
- Reviewing account information and asking probing questions of the consumer to better understand potential objections to payments.
- Utilize collection strategies and various skip tracing techniques.
- Effective communication and follow up with consumer accounts as required.
- Process outbound phone calls for a second verification call and a welcome call on new consumers.
- Enlist the efforts of management when necessary to accelerate the collection process.
- Consistently and accurately document all information pertaining to accounts.
- Consistently apply FDCPA standards and state laws.
- Ability to process electronic payments on AS/400 and BluePay System.
- Adhere to UCFS policies/procedures.
- Send correspondence in accordance with set guidelines.
- Reply to written correspondence in accordance with set guidelines.

Qualifications

- High school diploma or GED required. Associates degree a plus. · One year Collection Experience
- One year Call Center Experience WORKING CONDITIONS
- This position operates out of our office located in Westlake, Ohio.
- The work schedule is Monday – Friday, 8:00am to 4:30pm ET, (flexible).