

## Collection Specialist

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Company: Top Career

Location: Raipur

Category: other-general

### Job brief

We are looking for a competent Collection Specialist to contact clients and collect outstanding payments. You will strike 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 the ability to work independently.

### Responsibilities

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

. Skillset Required: billing procedures, collection techniques, skip tracing , debt collection, FDCPA, MS Office, databases

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