



Phillips & Cohen Associates, Ltd.

Position: Collection Supervisor
Discipline: Collections
Position Type: Salaried Exempt

Working Relationships

Reports to: General Manager
Supervises: Collection Team
Interfaces with: Debtors, managers, team members and other employees

Overall Responsibilities

- Supervises the activities in the collections department
- Oversees the solicitation for payment on overdue accounts
- Has full authority and is considered lower middle management
- Relies on broad experience and judgment to plan and accomplish goals

Primary Job Duties

- Contact debtors over the telephone to recover funds for clients

Job Qualifications:

- High school diploma or its equivalent
- 1-2 years management experience within the collections industry
- Has a working knowledge of commonly-used concepts, practices and procedures within the financial industry

Demonstrated proficiency in the following areas:

- Familiar with a variety of the collections' concepts, practices and procedures
- Computer literacy
- Basic mathematical calculations
- Communication skills and people skills

Potential Career Opportunities:

- Collection Manager