



Phillips & Cohen Associates, Ltd.

Position: Collector (Financial Recovery Specialist)

Discipline: Collections

Position Type: Hourly

Working Relationships

Reports to: Collection Supervisor/Manager

Interfaces with: Debtors, Supervisor, and other employees

Overall Responsibilities

- Recover delinquent accounts for clients
- Achieve minimum requirements on all key performance indicators
- Comply with company policies
- Comply with federal and state laws

Primary Job Duties

- Contact debtors over the telephone to recover funds for clients
- Negotiate repayment plans
- Document accounts thoroughly
- Skip trace

Job Qualifications

- High school diploma or its equivalent
- Collection or relevant experience preferred
- Working knowledge of commonly-used concepts, practices and procedures within the financial industry

Demonstrated proficiency in the following areas:

- Computer literacy
- Basic mathematical calculations
- Communication skills

Potential Career Opportunities

- Supervisor
- Collection Manager

Proprietary and confidential to Phillips & Cohen Associates, Ltd.