

Position Description

Account Representative

Location: Troy, MI

Employment Type: Full-Time and Part-Time

Employment Area: Collection Department

Job Summary:

An Account Representative is responsible for locating and contacting customers and securing payment

Primary Duties and Responsibilities:

- Promote the firm's vision and Mission
- Review and analyze client, account and customer information
- Locate customers using basic skip tracing tools
- Generate outbound and receive inbound calls from customers and third parties
- Obtain customers' full and complete information
- Identify customers' reason(s) for delinquency
- Educate customers on the status of their account and the legal process
- Secure payments
- Negotiate terms and offer solutions on accounts
- Analyze and submit settlement offers on accounts
- Follow-up with customers on payments
- Diary customers' accounts for next action
- Meet and exceed company and client goals
- Comply with all federal, state and local regulations
- Comply with all office policies and procedures

Knowledge, Skills and Abilities:

- Excellent analytical, communication, negotiating and organizational skills
- Ability to read, write and speak fluent English
- Complete knowledge and understanding of all relevant federal, state and local collection regulations including the Fair Debt Collection Practices Act ("FDCPA")
- Ability to use standard office equipment including a computer, keyboard, copy machine, phone system and calculator
- Advanced knowledge of Microsoft Office applications (Outlook, Word and Excel) and familiarity with collection software
- Basic typing and math skills
- Ability to be self-motivated
- Desire to work with others in achieving company and client goals

Minimum Education and Experience Requirements:

- At least a high school diploma or GED required
- At least 2 years of collections experience preferred

Other Work Requirements:

- May be required to work evenings and weekends
- May be required to work extended hours on the last day of the month
- Successfully pass pre-employment testing including criminal background check, credit check and drug testing

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