

Collection Specialist

- Make outbound/receive inbound telephone calls to/from consumers
- Identify account holder and verify account information and current status
- Inquire as to the reason for the call; is it to make a payment, dispute, fraud claim
- Negotiate payment terms and/or offer a settlement on account
- Complete update of account history and any required paperwork for the transaction
- Perform customer service assistance as required
- Take customer inquiries over the telephone for further investigation on a dispute, fraud claim, etc.
- Offer settlement options and educate the customer on the effects of poor credit
- Complete forms and associated paperwork
- Complete daily progress reports.
- Forward inquiries to the appropriate department for processing and resolution
- Complete correspondence letters as required
- Perform administrative tasks and other associated duties strictly complying with FDCPA/SDCP rules and guidelines
- Follow up on consumers' returned (NSF) checks
- Conduct third party verifications
- Take messages on request- Meet team goals and standards