

Job Description

POSITION DETAILS			
Functional Designation	Collection Officer	Department	Collection
Sub Department		HR Grade	
Location		Reporting Manager	
Job Purpose			
The Collection Officer is responsible for contacting customers with outstanding debts and negotiating payment arrangements to maximize revenue recovery.			
Principal Accountabilities			
<ul style="list-style-type: none">• Contact customers with delinquent accounts to collect outstanding payments.• Negotiate payment plans and arrangements with customers.• Document all customer interactions and payment arrangements.• Update customer accounts with payment information.• Escalate difficult or complex collection cases to supervisors.• Adhere to all company policies and procedures related to collections.• Maintain a professional and courteous demeanor when interacting with customers.			
Desired Profile			
<ul style="list-style-type: none">• High school diploma or equivalent.• [Number] years of experience in collections or customer service.• Excellent communication and negotiation skills.• Strong organizational and time management skills.• Ability to work independently and as part of a team.• Knowledge of collection laws and regulations.• Proficiency in using collection software and systems.			