1. Generated and mailed updated statements monthly and processed demand letters.
2. Followed prescribed scripts and maintained friendly but firm attitude with full knowledge of contractual requirements and legal remedies.
3. Accessed credit records to evaluate customer credit histories.
4. Contacted customers to collect outstanding payments via one-time or negotiated installment methods.
5. Set up and updated customer accounts and CRM with interactions, payments and personal information.
6. Reconciled discrepancies between accounts receivable general ledger account and accounts receivable trial balance account.
7. Oversaw daily posting of payments to customer accounts.
8. Visited premises of customers to directly collect payments.
9. Completed training in credit management and civil court practices to maintain up-to-date legal knowledge involving collection practices.
10. Conducted investigations of customer accounts and payment histories.
11. Generated and distributed current statements to customers.
12. Reconciled vendor statements and handled payment complaints or discrepancies.
13. Supervised staff of collectors, monitoring phone calls and letters.
14. Researched and resolved accounts payable discrepancies.
15. Established procedures for collection of past due amounts.
16. Maintained [Number]% accuracy in calculating discounts, interest and commissions.
17. Performed administrative tasks such as recordkeeping, writing correspondence and gathering materials.
18. Researched accounts and completed due diligence to resolve collection problems.
19. Contacted customers to discuss late payments and options for remitting amounts due.
20. Processed payments and applied to customer balances.