1. Worked in call center environment handling manual and automatically dialed outbound calls.
2. Delivered exceptional customer service on all calls while maintaining calm and professional demeanor in challenging circumstances.
3. Abided by rules of Fair Debt Collection Practice Act for fully compliant activities above basic industry standards.
4. Assisted debtors in setting up payment plans to recover overdue balances.
5. Initiated negotiations for debt recovery through email, telephone and mail contact.
6. Used scripted conversation prompts to convey current account information and obtain payments.
7. Trained new team members on scripts, company services and performance strategies and provided mentoring.
8. Advised customers of necessary actions and strategies for debt repayment.
9. Started foreclosure and repossession processes when warranted.
10. Utilized skip tracing tools to locate clients.
11. Used skip tracing and other techniques to locate debtors.
12. Achieved performance goals on consistent basis.
13. Averaged $[Amount] per day in collected revenue by leveraging strong [Skill] and [Skill] abilities to connect with callers.
14. Set up drafts and processed immediate payments after conducting thorough research and analysis of account.
15. Received inbound calls and answered questions from customers satisfactorily.
16. Processed payments and applied to customer balances.
17. Maintained high volume of calls to meet demands of busy group.
18. Monitored accounts for compliance with established payment plans and flagged those in violation.
19. Located and monitored overdue accounts by using automated systems.
20. Verified and reviewed customer account information.