1. Contacted customers to collect outstanding payments via one-time or negotiated installment methods.
2. Recommended and implemented techniques to improve productivity and cut costs for company.
3. Interviewed and assisted in selection of candidates for collections positions on team of [Number].
4. Supervised and coordinated activities of collections employees attempting to gather monies owed from consumers.
5. Researched accounts and completed due diligence to resolve collection problems.
6. Acted as central point of contact for both employees and customers on routine credit and collection issues.
7. Investigated and reviewed credit risks and collections.
8. Worked with customers and collections representatives to monitor documentation, reduce customer disputes [Number]% and collect invoices in timely fashion.
9. Reported on and recommended actions related to financial stability of potential clients.
10. Set up and updated customer accounts and CRM with interactions, payments and personal information.
11. Accessed credit records to evaluate customer credit histories.
12. Scheduled employees to provide full coverage of incoming and outgoing calls.
13. Documented conversations with consumers and research into accounts.
14. Followed prescribed scripts and maintained friendly but firm attitude with full knowledge of contractual requirements and legal remedies.
15. Completed training in credit management and civil court practices to maintain up-to-date legal knowledge involving collection practices.
16. Processed payments and applied to customer balances.
17. Prepared and delivered performance reviews of [Number] collections agents to support continuous improvement of department.
18. Identified needs and provided training to clarify expectations of collections agents.
19. Generated and mailed updated statements monthly and processed demand letters.
20. Visited premises of customers to directly collect payments.