



ALLIED BUSINESS SERVICES

Collections Call Center Representative – Debt Collector

If you are a personable and reliable individual with an interest in beginning a career in debt collection, Allied Business Services has a great opportunity for you! We are looking for a Collections Call Center Representative to negotiate and set up payment plans with individuals who have outstanding bills. You will make outbound calls as well as receiving inbound calls and must maintain a balance between empathizing with consumers and firmly asking them to arrange for payment. For this position, your personality is of greater importance than prior collections experience, and we will provide you with comprehensive training to prepare you for your role.

Job Responsibilities

As a Collections Call Center Representative, you will interact with consumers in negotiation for the collection of defaulted or delinquent bills on behalf of our clients. This will involve establishing contact with consumers (possibly via skip tracing) and then either working out a payment plan or escalating the account to another department.

Specific qualifications for the Collections Call Center Representative will include:

- Contacting consumers via telephone to attempt debt collection
- Establishing consumers' location and contact information via skip tracing if necessary
- Determining consumers' ability and willingness to pay and identifying the appropriate repayment program/options available to them
- Entering account information into our proprietary computer system when prompted
- Keeping notes about each call and entering those notes into our computer system
- Establishing settlements or monthly payments with consumers
- Setting up consumer payments via electronic fund transfer or credit card
- Tracking and reporting all account information into computer through our collections system
- Arranging with Client Services department for necessary paperwork and/or requested documents to be sent out to consumers in a timely manner
- Meeting or exceeding all production goals
- Understanding and fully complying with all federal and state laws and regulations (including HIPAA) with regard to collections policies and procedures
- Passing required in-house HIPAA and FDCPA testing

Specific qualifications for the Collections Call Center Representative will include:

- High school diploma or GED
- Consistent work history and longevity with previous employers
- Comfortable asking consumers personal questions

- Strong multitasking skills and the ability to handle a high call volume
- Basic computer proficiency
- Medical industry experience or understanding of how the medical industry works a plus
- Workers comp experience a plus

Benefits

As a Collections Call Center Representative with Allied Business Services, you will be part of a dynamic and growing company that has become one of the premier debt collection agencies. We offer a positive and supportive work atmosphere as well as comprehensive training to ensure your success with us. Your hard work and professional dedication will be rewarded with a competitive hourly rate-plus-monthly bonus pay, with uncapped commissions allowing you to earn more based on how much you collect. You will also receive a benefits package.

Your benefits will include:

- Health, dental and vision coverage
- Life insurance
- Disability plan
- 401(k) w/ company match
- Monthly bonuses
- Personal time off
- MVP gym membership

Begin a rewarding new career with an industry leader! Apply now!

Job Type: Full-time

Education:

- High school or equivalent