

Job Description

Corporate Billing, LLC

Job Title:	Collector		
Department/Group:	Collections	Position Type:	Full-time
Location:	Corporate Billing LLC	Reports To:	Collections Manager
Level/Salary Range:			
Job Description			
<p><u>POSITION SUMMARY</u></p> <p>A Collector-1 is responsible for contacting customers to obtain payment statuses on past-due invoices, research past due invoices if needed, document obtained statuses in the cbCentral system, provide customers requested copies of invoice documents to support past due statuses, enter customer reported disputes and requests for account adjustments into the cbCentral system, work and resolve cbCentral assigned tasks, solicit customer enrollment for e-mail statements and answer and resolve in-bound calls placed to the Corporate Billing Customer Service Queue.</p> <p><u>ESSENTIAL JOB DUTIES</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Make an average of 65 calls a day <input type="checkbox"/> Work buyout schedules if assigned <input type="checkbox"/> Perform research on past-due invoices <input type="checkbox"/> Work email and statement exceptions if assigned <input type="checkbox"/> Work return mail if assigned <input type="checkbox"/> Document status updates in cbCentral in a clear and concise manner <input type="checkbox"/> Provide excellent customer service by answering inbound and outbound customer service requests in a timely and professional manner <input type="checkbox"/> Solicit customer enrollment for e-mail statements <input type="checkbox"/> Work and resolve assigned tasks in cbCentral in a timely and accurate manner <input type="checkbox"/> Escalate payment status issues to Collections Management <input type="checkbox"/> Train new collectors on collection policies/procedures and system use <input type="checkbox"/> May assist with dispute resolution process <p><u>REQUIRED SKILLS AND COMPETENCIES</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> High school graduate or equivalent is required <input type="checkbox"/> Excellent verbal and written communication skills are required as well as excellent customer relations skills <input type="checkbox"/> Must be able to function effectively as part of a team and must possess the ability to deal effectively and tactfully with employees, management and external customers <input type="checkbox"/> General computer skills including e-mail usage; proficiency in Microsoft Office Suite preferred <input type="checkbox"/> Must effectively manage workflow and assignments-appropriately prioritizing work. Attention to detail and accuracy is required. <p><u>WORKING CONDITIONS</u></p> <p>Office environment; secure, comfortable working conditions.</p>			

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ADDITIONAL COMMENTS

The aforementioned description of general job responsibilities in no way constitutes a contract of employment, nor should it be considered an all-inclusive. Management has the right to alter duties based on current company situations and/or projects that require special assistance. Position may be responsible for performing other duties as assigned.
