

Agent, Accounts Receivable

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Company: KM2 Solutions

Location: Bogotá

Category: office-and-administrative-support

Essential Duties and Responsibilities Include the following and any other duties that may be assigned.

Answer calls professionally.

Notify customers of current and past due account delinquencies.

Arrange for past due repayments and arrange future payment schedules.

Demonstrate proficiency in using collections tools, software and training aids to assist customer.

Analyze customer account to make the best decision to assist the customer.

Handle and resolve customer complaints and escalate where necessary.

Demonstrate daily compliance of FDCPA, FCRA, and SCRA compliance guidelines.

Follow up customer calls where necessary.

Maintain workstation.

Turn work-station on at the beginning of the shift and off at the end of the shift.

Comply with all of the established policies (General, Security of Information, Compliance) and Standards of conduct established by KM2. Your duties will include but not be restricted to the above.

Other responsibilities or duties as assigned by direct supervisor.

Experience and Interpersonal skills

Express enthusiasm and willingness to assist

Speak to customers with respect and empathy for their situation

Proficient in relevant computer applications

Knowledge of collections and negotiations principles and practices

Demonstrate active listening by giving full attention to what customer says, taking time to understand and ask questions where appropriate

Excellent typing skills

Good communication skills

Positive attitude and works well with others

Pays attention to detail

Problem analysis

Problem solving

Initiative

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representation of the knowledge, skill and/or ability required.

Education and/or Related Experience:

High school diploma or equivalent, related experience or training, or equivalent combination of education and experience. Working knowledge of computers and telephones are required assets for this position. Excellent communication skills are required including listening, verbal and written.

Job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and

activities may change, or new ones may be assigned at any time with or without notice.

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