

JOB DESCRIPTION

Job Classification / Title: Payment Center Representative

Reports to: Director of Collections

Position Overview: Payment Center Representative is responsible for handling incoming calls, updating payment information, process payments and place outbound calls to those in delinquent status. The PCR must have strong negotiation skills, ability to build a rapport with customers and retain while collecting.

Purpose of Position: Process payments via phone from both active and inactive customers.

Essential Functions:

- Follow collection procedures established by the Fair Debt Collection Act.
- Outbound calls to customers in the arrears in an attempt to collect monies due.
- Take incoming calls from customers who wish to make payments over the phone and pushing auto-pay upsell.
- Handle up to 75 inbound/outbound calls per day
- Ability to review invoices and open balances to true up and collect on delinquent accounts.
- Follow up on accts. listed as promise to pay/ payment arrangements utilizing task follow ups, returned checks/declined credit cards.
- Open Suspend Trouble tickets on accts. that have failed to remit payment or adhere to payment plans.
- Skip-trace disconnected accounts.
- Negotiate settlement offers on disconnected accts.
- Interact with Agent contacts to ensure quality service as far as collections.

Other Duties:

- Create manual disconnect notices if necessary, for accounts such as RCF/Centrex.
- Log daily disconnect totals
- Create and mail Settlement letter on disconnected accts.
- Evening overtime occasionally based upon the department workload.
- Must be included in the Saturday rotation schedule.

Special Requirements: Organization, negotiation and communication skills.

Physical Requirements: Ability to sit, work from a computer and talk on the phone for long periods of time.

Environment: Work in a climate controlled, fast-paced working environment.

Education, Job Experience and/or Required Licenses:

High School Diploma or equivalent

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.