



Payment Center Representative

About Spectrotel

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, through the use of Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately-held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves and digging in and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate and never satisfied with the status quo.

About Your Role:

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.

Responsibilities include but are not limited to:

- Follow collection procedures established by the Fair Debt Collection Act.
- Outbound calls to customers in the arrears and 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.
- 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.



Qualifications:

- Bachelor's Degree or Equivalent Experience
- Proficient in Outlook, Word, and Excel.
- Excellent negotiation and Communication skills
- Technology experience a plus.

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances.