



## Client Services Representative

Department:	CSR	Reports To:	Client Services Manager
FLSA Status:	Non-Exempt	Last Modified:	8/1/17

**AscensionPoint Recovery Services, LLC** (“APRS”) is a Minnesota based nationally licensed collection agency specializing in probate receivable management services. APRS’ core competency is managing debt recovery for credit grantors, service providers and healthcare companies. APRS prides itself on its unwavering commitment to provide the best possible debt solutions to its clients making APRS a leader within the collection industry.

### **Position summary**

A Client Services Representative will be responsible for facilitating account-level communications between AscensionPoint and its clients. Essential functions include, maintaining and enhancing client relationships, providing administrative support to the collection management team, reviewing and documenting daily mail correspondence, submitting daily/weekly spreadsheets, maintaining media requests, and assisting in special projects as requested.

### **Essential Duties and Responsibilities**

- Follow established policies, procedures, and training guidelines.
- Review and document daily mail correspondence received from Attorneys, Personal Representatives, county courts and family members. Advance accounts in workflow.
- Submit daily/weekly spreadsheets to clients with account inquiries. Review responses and status accounts accordingly.
- Maintain media request queue with regular review and miscellaneous follow-up - including preparing statement packets for outgoing mail.
- Work supervisor review queue and adhere to client specific handling procedures (i.e. cease, fraud, disputes, etc.).
- Process in-house letter requests.
- Process insurance documentation as needed.
- Answer in-bound main-line calls during scheduled timeframes.
- Serve as an active member of the team contributing to a positive work environment.
- Preserve confidentiality and security of sensitive information.
- Assist in special projects, including working with other functional teams, as requested.

### **Competencies**

- Professional demeanor
- Excellent written and verbal communication skills
- Results-oriented
- Genuine desire to learn
- Computer proficiency

### **Education and Experience**

- High school diploma or equivalent required, Associates or BA preferred.
-