



Collector

Department:	Collections	Reports To:	Collection 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 Collector will be responsible for collection activities such as contacting family members, Personal Representatives and Attorneys to gather estate information and negotiate payment arrangements on outstanding debt. In addition, individuals in this role will preserve/enhance our client’s reputation and profitability by maintaining our high customer service and empathetic focus to our collection approach.

Essential Duties and Responsibilities

- Follow established policies, procedures, and training guidelines.
- Meet collection goals and productivity standards.
- Maintain queue of accounts with regular review, phone calls and miscellaneous follow-up work.
- Conduct fact-finding conversations with individuals to locate estate information and identify potential money sources.
- Establish payment arrangements with a sense of urgency and firm deadlines.
- Skip-trace accounts according to established practices.
- 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 as requested.

Competencies

- Excellent written and verbal communication skills
- Strong negotiation skills, including excellent LISTENING skills
- Results-oriented
- Genuine desire to learn
- Computer proficiency

Education and Experience

- Two years experience in credit, collection, or customer service work preferred.
 - High school diploma or equivalent required.
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