



## **OPPORTUNITY IN COLLECTIONS**

### **Temporary Collections' Representative**

Opportunities have arisen within the Collections' Department to join the existing successful team in a temporary role, which could lead to a permanent contract. Enjoy fantastic earnings potential and a rewarding career within a dynamic working environment. A keen interest & drive are key for this enjoyable role.

#### **Major Activities**

- Negotiate recovery of outstanding payments with customers by identifying the reason for the overdue payment(s), to prevent contractual loss.
- Using company guidelines to agree a solution to resolve the arrears.
- Recording and updating customer information via the organisation's internal systems
- Resolving customer queries at first point of contact
- Influencing and negotiating with customers to ensure a satisfactory outcome for both the company and the customer
- Ensure call handling and service quality is maintained
- Contact customers using automated dialler and manual dial telephone systems.
- Responsible for own portfolio of accounts.
- Contact with external agencies.

#### **Knowledge and Experience**

- A working knowledge of the CCA, DPA, HPA would be advantageous.
- Previous experience of working in a customer focused environment ideally

#### **Skills and Attitude:**

- Ability to work in a targeted environment
- Good problem solving, questioning, negotiating and influencing skills
- Adaptable to change and ability to work under pressure
- Ability to work to a high degree of accuracy
- Consistently high standard of time keeping and attendance
- Must demonstrate high levels of interest & initiative plus excellent communication skills
- The ability to be a self starter is necessary
- Maths and English to GCSE (C+) standard or equivalent are desirable

**Applicants are invited to apply for the above role by submitting an application to HR at [hr@thefundingcorporation.com](mailto:hr@thefundingcorporation.com)**

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