



*Phillips & Cohen Associates, Ltd.*

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Position: Collector (Financial Recovery Specialist)  
Discipline: Collections  
Position Type: Hourly

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### **Working Relationships**

Reports to: Collection Supervisor/Manager  
Interfaces with: Debtors, Supervisor, and other employees

### **Overall Responsibilities**

- Recover delinquent accounts for clients
- Achieve minimum requirements on all key performance indicators
- Comply with company policies
- Comply with federal and state laws

### **Primary Job Duties**

- Contact debtors over the telephone to recover funds for clients
- Negotiate repayment plans
- Document accounts thoroughly
- Skip trace

### **Job Qualifications:**

- High school diploma or its equivalent
- Collection or relevant experience preferred
- Has a working knowledge of commonly-used concepts, practices and procedures within the financial industry

### **Demonstrated proficiency in the following areas:**

- Computer literacy
- Basic mathematical calculations
- Communication skills

### **Potential Career Opportunities:**

- Supervisor
- Collection Manager