

COLLECTIONS ASSOCIATE

DETAILS

Location:
Kennesaw, GA

Salary Range:
Competitive

Position Type:
Full Time

Travel Required:
Possible, occasional travel

HR Contact:
Phil Bishop, pbishop@ioufinancial.com

Will Train Applicant:
Yes, some training

JOB DESCRIPTION

The Collections Associate is responsible for contacting debtors regarding past due accounts and negotiating acceptable payment solutions to get the account current. The associate is responsible for the daily tasks related to collection efforts of IOU portfolio. The collector will effectively communicate and support the goals of management while providing quality customer service. This position requires the ability to professionally negotiate with a variety of different personalities to collect on debts. Collection efforts are time sensitive, requiring excellent skills in organization and management of time, effort, and resources.

RESPONSIBILITIES

- Closely monitor the status of past due accounts. Provide clear and concise documentation of every action taken on an account in the system collection notes.
- Daily outbound collection calls, emails, texts to delinquent accounts.
- Responsible for bringing past due and delinquent accounts back to a current status.
- Work with customers to coordinate payment modification plans.
- Prepare and present account status reports to management on a weekly basis.
- Perform skip tracing to make contact with debtors.
- Follow policy and procedures for Collection department.

QUALIFICATIONS

- 2+ years' experience in commercial collections.
- Experience in collecting past due and delinquent accounts (primarily early to mid-stage defaults).
- Must have excellent oral and written communication skills.
- Effective analytical and problem solving skills.
- Ability to communicate and deliver creative solutions and reports on time.
- Ability to work with all members of the organization.
- Can work well independently and as part of a team.
- Willing to take on new projects and be cross-functional within the department to assist as needed.

PREFERRED QUALIFICATIONS

- Basic understanding of computer technology in a business environment.
- Effective communication skills both verbally and in writing with superiors, colleagues, and individuals inside and outside the Company.
- Working in a fast paced environment.
- Experience managing various roles and tasks at a time.
- Working knowledge of Microsoft Office products.

ABOUT IOU FINANCIAL

IOU Financial is a leading online lender specialized in helping small businesses with a healthy cash flow. Providing a unique approach to lending through an advanced, automated application and approval system, IOU Financial is able to accurately assess applicants' financial realities. Small business loans are available of up to \$500,000 to qualified applicants in only 24-48 hours. Speed and transparency make IOU Financial a trusted alternative to banks. IOU Financial operations is based in metro Atlanta, Georgia with headquarters in Montreal, Canada and publicly traded (TSX-V: IOU). For more information, visit <https://IOUFinancial.com>.

IF YOU ARE INTERESTED IN APPLYING, PLEASE EMAIL PHIL BISHOP ATTENTION:
[Human Resources, Collections Associate](#)