GENESIS

Job title: Collections Representative

Work Location: In-Office

Division/Department: Collections

Reports to: Collection Manager

☒Full time ☐ Part time ☐ Exempt ☒Non-Exempt

Essential Duties and Responsibilities:

- Locates and monitors overdue accounts.
- Contact delinquent accounts to notify them of their need to pay.
- Advise on various strategies of debt repayment, based on financial status.
- Maintain records of payment collection and status of accounts.
- Receives, requests, and pursues payment on delinquent accounts.
- Follows established guidelines to review and update status.
- Maintains log of payment promises and pertinent account details, schedules follow-up communication.
- Performs other related duties, as required.
- Make outbound and answer Inbound calls.
- Work through requests from our Compliance, Legal, Collections, and Sales teams to resolve concerns
- Establish good rapport and professional relationship through pro-active and prompt communication
- Conduct professional communication, via e-mail and phone when necessary.
- Complete written requests, account updates/data entry updates, efficiently and accurately.
- Multi-task within several programs while maintaining accuracy
- Be assertive and possess excellent interpersonal and communication skills.
- Project a professional appearance.
- Problem solves.
- Professional Judgment.
- Adaptive to change and circumstances.
- Take initiative.
- Ability to work without oversight.
- Work well with others and in teams.
- Ability to learn new tasks.

Qualifications:

- High School Diploma or equivalent.
- 1-2 years of prior experience with multifamily residential properties.
- Must be able to type 40 wpm.
- Must have a reliable transportation.
- Customer service skills.
- Strong communication skills.
- Computer knowledge with the following software: MS Office and Yardi software for property management.
- Knowledge of Fair Housing rules and regulations.

Physical Demands: Sitting for long periods of time using a computer and telephone systems, up to 4 – 8 hours a day, 5 days a week. Repetitive hand and wrist movement, up to 4-8 hours a day, 5 days a week.	
Environment: Business office call center	
Employee Name:	Date:
Employee Signature:	
Employer Representative: Human Resources	