

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	SENIOR COLLECTIONS SPECIALIST
JOB NUMBER	4078
NUMBER OF POSITION/S	TBD
NOC CODE	TBD
CLOSING DATE	2021-11-30
LOCATION	TBD
ACCESSIBLE BY TRANSIT	No
HOURS PER WEEK	40
HOURLY WAGE RANGE	TBD
WAGE DETAILS	Negotiated with employer
JOB TERMS	TBD
JOB DESCRIPTION	The decision to join a company is a big one. We have opportunities for hard working, energetic and reliable people just like you.
JOB DUTIES	<p>Analyze the Accounts Receivable aging, assess AR risk exposure based on aging, develop collections strategies to positively impact cash flow</p> <p>Assist department Manager with defining team metrics and setting strategies to meet and exceed targets</p> <p>Handle complex portfolio of accounts following the established collection process</p> <p>Negotiate account repayment in full and establish terms of repayment plans when applicable</p> <p>Handle escalated customer disputes</p> <p>Lead training for the collections team and provide feedback on performance</p> <p>Support collectors with difficult accounts and situations, utilizing technical knowledge of collections and procedural or legal guidelines.</p> <p>Reviews and determines when an account is to be turned over to a collection agency or for litigation</p> <p>Leverage collection reporting to effectively measure progress</p> <p>Take an assertive role in the identification and implementation of process improvement and system modifications to increase productivity and efficiency; set process standards where appropriate</p> <p>All other tasks as required</p>
QUALIFICATIONS, REQUIREMENTS & SKILLS	<p>Previous applicable industry experience, minimum 5 years or a combination of education and experience.</p> <p>Strong written and verbal communication skills are required. Able to communicate in French is a strong asset</p> <p>Possess a customer centric mindset and have ability to negotiate positive outcomes for both the business and the customer.</p>

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QUALIFICATIONS, REQUIREMENTS & SKILLS	Ability to coach, develop and empower collection specialists. Strong organization and time management skills, with the ability to prioritize and multi task daily activities in a fast-paced environment. Analytical and problem-solving skills are necessary. Must be able to make sound decisions by realistic analysis of all relevant facts and provide advice to the business, outlining pros and cons to the different options. Ability to lead by example, demonstrating a determined, energetic and positive approach. Strong interpersonal and collaboration skills with ability to develop strong relationships Ability to delegate work and follow up for completion Strong working knowledge with Excel/Word/Outlook working in a Windows environment. Familiarity with SAP, HighRadius and Microstrategy systems considered an asset. Ability to work independently or as part of a larger team
APPLICATION PROCESS	Send targeted resume Apply through your CC
JD	Ahmad Alsaadeh