

## **ACCOUNT REPRESENTATIVE / LEGAL COLLECTIONS:**

Opportunity to join an established, respected, high volume creditor's rights law firm in the northern suburbs of Chicago. The Account Representative acts as a primary customer service liaison responsible for managing consumer accounts while operating within the strict requirements of our clients as a member of the law firm's collections team.

### **Primary Responsibilities:**

- Maintains inbound and outbound collection communications within client deadlines and requirements
- Responsible for escalating calls to a supervisor when appropriate
- Reviews consumer accounts, makes recommendations, and implements appropriate action under the guidance of the Collections Manager and Attorneys
- Negotiates payment arrangements with consumers
- Reduces delinquency on consumer accounts through careful monitoring and effective communication
- Responsible for accurately and completely conveying account information
- Manages and maintains precise accuracy on multiple accounts in individual account queues
- Must adhere to all Fair Debt Collection Practices Act regulations as well as applicable state regulations
- Establishes and maintains professional relationships with consumers and team members
- Must meet firm deadlines, reach attainable goals, and handle multiple priorities at the same time
- Other duties as assigned.

### **Experience:**

- Two years of prior experience as a collector preferred
- Legal industry experience preferred.

### **Knowledge, Skills and Abilities:**

- Ability to accommodate call situations and negotiate payment terms
- Strong mental agility and decision making skills
- Comfortable working with and navigating through various computer programs/software
- Sound knowledge of Fair Debt Collection Practices Act
- State specific knowledge of collections regulations preferred
- Proven ability to meet key performance indicators in a fast-paced, professional, work environment
- Bi-lingual preferred (Spanish reading and speaking).