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An Operations Associate (Collections) is responsible for negotiating and securing payment arrangements from customers to honor their account obligation. She/he will also be responsible for maintaining all accurate documents and communicating regularly with the customer, in accordance with the law and company policy, in order to reach a resolution at the earliest.

Requirements :

- Good written and verbal communication
- Strong negotiation and problem-solving skills
- Proven experience as a 'Collection Specialist' or a similar role
- High on ethics and adherence to policies
- Knowledge of billing procedures and collection techniques (e.g. skip tracing)
- Familiarity with laws related to debt collection
- Working knowledge of MS Office and databases
- Target orientation
- Graduate (any stream)

Your job responsibilities will include the following:

- Monitor accounts to identify outstanding debts
- Investigate historical data for each debt or bill
- Find and contact clients to ask about their overdue payments
- Take actions to encourage timely debt payments
- Process payments and refunds
- Resolve billing and customer credit issues
- Update account status records and collection efforts
- Reporting of collection activity and accounts receivable
- On-call payment collections

Salary*: - 5LPA + 1 LPA as Retention bonus

*First 4 months :- 4 LPA as a trainee (Graduation is mandatory for conversion of employment status.)

Preferred Candidates : Multilingual/Regional language knowledge will be an advantage.

