



Job Posting Detail [INTERNAL]

Position Title: Collections Representative I

Dept. Accounting

Location: City of Industry

Reports to: Accounting Supervisor

Salary Range: \$23.00 - \$26.00 per hour

Position Overview

The Collections Representative will proactively manage customers' accounts from inbound calls, outbound calls, other customer correspondence or assigned accounts regarding collections and other related transactions.

Responsibilities

- Manage a queue consisting of past due accounts between 30 – 120+ days past due
- Accept payments over the phone and in person
- Allocates account payments
- Contact delinquent customers by telephone/e-mail
- Sends collection letters to encourage the delinquent customer to pay
- Documentation of collection efforts in CRM
- Conduct skip tracing, when necessary
- Make decisions regarding payment arrangements
- Handles billing, payment and customer service inquiries from customers, or as directed by supervisor
- Manages accounts for appropriate follow-up actions, and monthly reports of aging accounts.
- Handles customer questions, issues and billing inquiries with high degree of courtesy and professionalism

Required Qualifications

- Knowledge of fair debt and collection practices act
- Knowledge of Microsoft office, including proficient knowledge of excel.
- Ability to listen effectively and communicate in a friendly and informative manner to customers over the phone, in writing, and in person.
- Ability to deal tactfully, patiently and effectively with individuals from diverse backgrounds frequently under stressful circumstances.
- Ability to operate the telephone using a clear, well-modulated voice, and good diction.
- Knowledge of cash handling and security procedures for cash and materials having monetary value.





Valley Vista Services
Waste Disposal and Recycling Division

- Ability to accurately perform monetary transactions.
- Ability to accurately perform arithmetic computations.
- Expert understanding of all VVS customer service procedures, billing, and payments.
- Ability to operate standard office equipment.
- Education: Graduation from high school or possession of a GED.
- Bilingual Spanish

Work Environment

- Required to use motor coordination with finger dexterity (such as keyboarding, machine operation, etc.) most of the work day
- Required to exert physical effort in handling objects less than 25 pounds rarely
- Required to be exposed to physical environment which involves dirt, odors, noise, weather extremes or similar elements rarely
- Normal setting for this job: office setting

What we offer

- The opportunity to learn and grow
- Competitive compensation and benefits
- Comprehensive medical benefits coverage, dental plans and vision coverage. Life insurance and accidental death & dismemberment insurance
- 401(k) plan with a generous company match

HOW TO APPLY: Qualified applicants should email their cover letter and resume to the Human Resources Department: vvsjobs@myvvs.com

