

First party account Collectors needed for fast paced Timeshare Mortgage collections department. Responsibilities include customer service, collections and skip tracing.

RESPONSIBILITIES

- * Meet weekly and monthly delinquency goals.
- * Documents customer conversations and payment arrangements
- * Ability to perform detailed skip tracing activity to locate delinquent customers
- * Ability to negotiate payment terms via telephone, email and letter form.
- * Excellent computer skills and phone etiquette
- * Ability to pass background check and drug screen
- * Reduction in the number of accounts being sent to third party collections
- * Ability to work evenings, weekends.
- * Competitive and self-motivated team player

REQUIREMENTS/QUALIFICATIONS

- * Working knowledge of FDCPA, CFPB, FDIC
- * Experience in MS Office applications (MS Word, Excel, Outlook).
- * Must be a person who can balance and split their skill set between Customer Service and Collections.
- * HS Diploma or equivalent.
- * Professional verbal and written communication skills.
- * Detail-oriented with excellent organizational and time management skills.

Apply here:

<https://phh.tbe.taleo.net/phh01/ats/careers/v2/viewRequisition?org=THEASNYC&cws=37&rid=1467>