

## Collections Representative

### Company Summary

Channel Partners Capital provides access to short term working capital loan to small business owners. Transactions are originated through independent equipment finance companies and from direct solicitation of small businesses.

Channel Partners offers a flexible work environment where we all focus on customer relationships, growth, innovation and our team members. We encourage and enable personal and professional growth of our employees.

Compensation is negotiable which includes a base salary plus a monthly incentive designed to support company goals. Benefits include health, life, LTD insurance plans and a company 401K plan.

### Position Responsibilities

The Collections Representative position will function as the primary contact for customer concerns regarding loan collection issues. The candidate will act as a liaison between the customer, Channel Partners Capital and 3rd Party Collection Agencies.

### Key Tasks

- Answer all customer communications in a friendly, professional and timely manner
- Handle delinquent and post-judgment accounts
- Draft settlement agreements and stipulations
- Coordinate inter-departmental responsibilities to ensure a timely customer response
- Process customer complaints, inquiries, authorizations, requests and delivery follow up
- Enlist efforts of sales and senior management when necessary to accelerate the collection process
- Prepare monthly delinquency notices and reports

### Skills & Specifications

- Strong verbal and written communication skills
- Excellent phone etiquette
- Critical thinker
- Possesses sound judgement
- Ability to synthesize information and draw conclusions
- Ability to discern when confidentiality must be observed
- Excellent organization skills and attention to detail
- Ability to prioritize work and shift priorities quickly

### Education & Qualifications

- 3 – 5 years' experience in a high volume corporate collections environment
- Knowledge of billing and collections procedures
- Familiarity with litigation and post-judgment remedies is a plus
- Bachelor's Degree preferred