

## JOB DESCRIPTION

**JOB TITLE:** Telephone Negotiator

**DEPARTMENT:** Collections

**LOCATION:** Leeds

### MAIN PURPOSE OF JOB:

Recovers money and/or improves delinquencies in accounts for credit issuing clients.

### POSITION IN ORGANISATION:

**REPORTS TO:** Team Leader

### KEY RESPONSIBILITIES

1. Review delinquent accounts to determine the best possible resolution.
2. Contact delinquent customers and assertively communicate to obtain payment promises from debtors.
3. Follow-up on payment promises to secure on-going arrangements and firmly re-negotiate with debtors who have broken payment plans.
4. Performs other duties as assigned.

## **EXPERIENCE**

- Previous Collections or Sales experience is desirable but not essential.
- Previous call centre experience is desirable but not essential.

## **SKILLS**

- Excellent communication and influencing skills.
- IT literate.
- Ability to anticipate and resolve problems.
- Excellent telephone manner.
- Ability to work effectively as part of a team.