



COLLECTOR

We are seeking experienced consumer collection agents to specialize in customer service-focused revenue and equipment recovery for the cable, utility, telecommunications and tolling industries. The position requires assertive collection agents to locate and notify customers of delinquent accounts by telephone, and to persuade them to pay past due balances. Agents are able to assist consumers in making payment arrangements and establishing repayment schedules, based on customers' financial situations. Agents are required to be knowledgeable on the laws of FDCPA and collections processes. Collectors will be in constant communication with customers using both Inbound and Outbound collections strategy.

The ideal candidate **MUST** have:

- Stable work history with at least two years of successful collection experience
- An assertive personality, and a goal-oriented and disciplined disposition
- Knowledge of collection practices, regulations and procedures
- Knowledge of database and advanced Internet experience / computer skills are a must
- Strong communication and problem resolution skills are required
- Time management proficiency in this competitive, fast paced, and detail-oriented industry
- The ability to deal with unpleasant, angry, or discourteous people in a professional manner

- Awarded the Best Places to Work in Collections -

Credit Protection Association, L.P. (CPA) is the third-party collections division of ETAN Industries—one of the nation's premiere customer service and business process outsourcing companies. Our state-of-the-art facility and leading-edge technology, combined with our experienced, customer-oriented professionals, allows us to provide a comprehensive service offering that ensures our recovery rate is the highest in the industry. We are proud of our 40-year history of profitability and growth, and we are looking forward to expanding our current team to ensure we continue to be the industry's premier provider of recovery solutions and customer care.

Requirements

Bilingual experience strongly desired.

Must be able to pass background check and drug test

Fax resumes to: (972) 386-3250

ETAN Industries is an Equal Opportunity Employer