

Customer Service Agent

Job Summary

The Customer Service Agent is accountable for outgoing and incoming customer service calls regarding outstanding accounts.

Duties and Responsibilities

- Incoming and outgoing customer service calls regarding past due accounts.
- Assist with rehabilitating accounts, providing counselling informing debtors of further arrears consequences.
- Performs strategic collection techniques to maximize payments received
- Conducts thorough follow up calls to establish rapport and maintain contact with the debtor.

Skills and Qualifications

Communications Skills (listening, verbal, written), Details oriented skills, Analytical/Research Skills, Flexibility, Adaptability and Interpersonal Abilities.

Minimum Requirements

1+ year of call centre or client care experience with an automated telephone dialing system is preferred but not required.