

# CHIZEK TRANSPORT INC.

<b>Job title</b>	<i>Collections Specialist</i>
<b>Reports to</b>	<i>President</i>

## **Job purpose**

The purpose of this role is to collect on past due invoicing and to keep current on all other invoicing.

## **Duties and responsibilities**

This role will require a lot of phone time collecting past due invoicing. It will also require the assistance of following up on current invoicing. It is a highly busy role that will require attention to detail and thorough knowledge of the situation.

- Call on past due billing issues
- Have all relevant information on the situation and be prepared to reference that information and send the details for review
- Highly organized esk to ensure all accounts are being addressed, and be ready to show number of attempts at resolution
- Good communication skills required whether written or verbal to ensure all parties are clear and understand the situation
- Knowledge of when to escalate an issue to the next level for proper addressing of concerns
- Knowledge of Microsoft and other general computer skill sets
- Maintain professional tone and demeanor at all times as this is an open office environment
- Other related duties

## **Qualifications**

Qualifications include:

- Education high school graduate, college or experience in related areas
- Knowledge of collections process
- Able to use Microsoft Office, Word, Excel, and other computer skills
- Communicate professionally and courteously
- Able to explain and provide clarity in a brief period of time
- No certifications required but helpful
- Experience

## **Working conditions**

Open office environment, with a majority of your time at your desk making calls and emailing. Since this is an office environment, speaking must not be loud and boisterous, and no unprofessional language will be tolerated. The job will entail looking at a computer for long periods of time.

## **Physical requirements**

Must be able to sit and do computer work for long periods. Requires phone time as well.

**Direct reports**

This role has no direct reports.

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<b>Approved by:</b>	<i>Director of Safety and Training</i>
<b>Date approved:</b>	<i>2/14/2019</i>
<b>Reviewed:</b>	<i>2/14/2019</i>

<i>Chizek Transport Inc. Human Resources</i>
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