

Credit and Collections Specialist 1

Job Title:	Credit and Collections Specialist 1	Job Code:	TBD
Reports to:	Regional Credit Manager	Directly Supervises:	N/A
FLSA:	Non-Exempt	Career Progression Group?	Yes

Job Summary:

The **Credit and Collections Specialist I** position handles all incoming credit applications throughout the initial set up process as well as provides a support role to other areas in the department. Responsible for overseeing collection efforts for respective branches and handles disputes.

Job Qualifications:

Minimum Qualifications	<ul style="list-style-type: none"> ● 2+ years in credit or collections experience ● Microsoft Office experience
Preferred Qualifications	<ul style="list-style-type: none"> ● SAP and BillTrust experience ● Professional office experience ● Customer Support experience
Competencies	<ul style="list-style-type: none"> ● Strong communication skills ● Strong familiarity with credit extension ● Professional oral and written communication skills ● Multitasking and organizational skills ● Ability to handle sensitive data with high degree of confidentiality
Certifications	N/A
Travel	N/A

Job Duties:

- Handle incoming credit applications, reviewing for accuracy and completeness, create files using a variety of reports and websites; establish credit lines based on auto-approval process or referring accounts for further review
- Oversee average portfolio size \$3M-\$10M
- Release credit holds
- Initiate timely refund requests
- Data entry of accounts, archiving credit application documents, communicating decision status
- File maintenance of customer master database
- Update account status records and collection efforts for accurate reporting
- Provide reporting as needed and occasional special projects
- Cross training on other areas of department to provide support for overflow, assist on answering credit main line and some miscellaneous administrative tasks
- Performs other duties as assigned