

Collections Specialist

Housing Choice Voucher Program /Non-Exempt



The Collections Specialist is responsible for collections of outstanding accounts receivable dollars from the existing client base and all other aspects of collections, resolving customer billing problems and reducing accounts receivable delinquency. This position will report to the Director of Finance.

PRIMARY RESPONSIBILITIES

- Reviewing open accounts for collection efforts.
- Making outbound collection calls in a professional manner while keeping and improving customer relations.
- Resolves client-billing problems and rescues accounts receivable delinquency, applying good customer service in a timely manner.
- Collect customer payments in accordance with payment due dates.
- Identify issues attributing to account delinquency and discuss them with management.
- Review and monitor assigned accounts and all applicable collection reports.
- Provide timely follow-up on payment arrangements.
- Mail correspondence to customers to encourage payment of delinquent accounts.
- Faxes documents to accounts and follow up.
- Perform all other related duties as assigned.

QUALIFICATIONS AND REQUIREMENTS

- The ideal candidate for this position will have a minimum of 2 years of corporate collections experience including interaction with a large customer base.
- Strong communication, problem solving, and analytical skills required.
- Ability to work independently and to adapt to a fast-changing environment.
- Proficiency in Microsoft Office including Excel, Word, and Access.
- Experience in a telecommunications environment is preferred but not required.
- Must have attention to detail with an eye for accuracy.
- Creative, self-disciplined, and capable of identifying and completing critical tasks independently and with a sense of urgency.
- Will be required to work in the Customer Service software Housing Pro after training.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

- The employee's job is largely sedentary, requiring up to eight hours in a seated position.
- The employee will experience some repetitive motion of the hand/wrist when using a computer.
- The employee must have a normal range of vision, hearing, and speech to complete paperwork, review documentation and communicate with authorized personnel and contacts on the telephone or in-person.
- Work involves the normal risks or discomforts associated with an office environment.

Harris County Housing Authority is an Equal Opportunity Employer. If you are a person with a disability requiring assistance applying for this position, please contact hr@hchatexas.org.