

**LCS FINANCIAL
JOB DESCRIPTION**

Position Title: Collector - Spanish	Position Location: Centennial Co.
FLSA Status: Non Exempt	Department: Collections
Reports To*: Collection Managers	Revised Date: 03-28-11

Primary Duties and Responsibilities

- Drive right party contacts through collection calls and efficiently negotiate payments in compliance with client and business needs
- Ability to work effectively with & understand the needs of the debtors in order to effectively educate them on the existing situation and maximize recoveries
- Accurately assess financial information and identify opportunities for debt resolution
- Successfully collect in both predictive and manual collection environments
- Evaluate accounts and recommend for appropriate action through the collection cycle
- Ongoing personal desk management including but not limited to tracking/releasing required documents, correspondence, research and proper follow up
- Thorough documentation of all actions and next steps on an account
- Meet daily & monthly collection requirements
- Adhere to all levels of tracked statistical requirements such as calls per day, dialer time, quality expectations, PPA \$, average payment size, promises, ACW, etc
- Locate delinquent debtors and collateral through the use of credit bureaus and other resources
- Adhere to all State and Federal regulations including FDCPA, FCRA & GLBA
- Comply with all LCS policies and procedures
- Other duties as assigned

Skills & Qualifications:

- Must be fluent in Spanish
- Strong knowledge of the FDCPA/FCRA
- Active listener with strong problem resolution and persuasive negotiation techniques
- Strong organizational, multi-tasking and time management skills
- Detail oriented with strong analytical and critical thinking skills
- Excellent interpersonal, verbal and written communication skills
- Knowledgeable about credit bureaus and other resources to locate delinquent debtors and collateral
- Self motivated, goal oriented, resourceful and driven personality
- Ability to work well with direct supervision as well as independently or in a team
- Flexible and open to change in a high volume fast paced environment

Education & Experience:

- High School Graduate or Equivalent
- 1-2 years experience in related field
- Working knowledge of windows based systems & Microsoft Office programs
- Working knowledge of the mortgage industry, title insurance parameters, bankruptcy impact on collections, foreclosures, student loans and general collections experience a plus
- Call center environment experience preferred.

Salary Range: starts at \$14.42/hour + commission

WHO THIS POSITION REPORTS TO MAY BE MODIFIED UPON NOTICE TO THE EMPLOYEE