



## Overview of a Job Description

# Collector

**Reports to:** Collection Supervisor

**Work Location:** Onsite/Remote

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### Job Responsibility Overview

Once fully trained, collectors will become expert jugglers – effectively managing their file of accounts, handling multiple callers, and mastering many other duties – all while keeping a smile on their face and in their voice. A warm heart and nerves of steel are a plus! Collectors meet standards and goals, apply all collection best practices, follow procedures, and set a positive example for all team members.

Collectors treat co-workers, clients, consumers, and management with dignity and respect at all times and are professional when communicating verbally or in writing. Team members embrace FCN's mantra, "Value People, Collect Money, In that Order."

### Minimum Requirements:

- A belief that people should pay for products/services received.
- Solid written and verbal communication skills.
- Desire to help people and a passion for customer service.
- Able to learn and retain detailed information.
- Understand job is talking with people on the phone.
- Ability to type by touch.
- Capable of multitasking.

### While performing debt collection duties, the Collector will:

- Balance assertive collection procedures with exceptional customer service.
- Be able to multi-task, as demonstrated by handling two phone lines and typing while talking.
- Learn, retain, and apply training on all aspects of the collector position.
- Balance outbound dialing efforts with answering incoming calls.
- Demonstrate an attitude that supports the FCN mission.
- Fully embrace FCN's philosophy of collections.
- Meet FCN attendance and punctuality expectations.
- Participate in daily stretch breaks to promote ergonomic health.
- Give 100% effort daily to achieve and maintain the assigned quota.
- Have a collaborative attitude and a willingness to hear and apply constructive feedback.
- Continuously seek additional knowledge utilizing FCN's leadership, training, and other educational opportunities.
- Pass an annual recertification on local, state, and federal laws.
- Perform other related collection duties as assigned.
- Love coming to work every day!

**What will you gain by becoming a collector at FCN?**

- Competitive salary
- Family friendly environment
- The opportunity to work from home
- Learn the art of negotiations
- Training by industry experts
- A marketable skillset
- Full benefit package including medical, dental, vision, AFLAC, and 401k for eligible team members
- Your birthday is always a paid holiday!

Part-time and full-time positions available.  
Complete job description will be provided upon request.