

NOW HIRING

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Collections Clerk Job Description in West Hills

The collections clerk position is accountable for collecting the maximum amount of overdue funds from customers, which may include a variety of collection techniques & legal claims.

Principal Accountabilities:

1. Stratify collection activities to maximize cash receipts
2. Issue dunning letters to overdue accounts
3. Use skip tracing techniques to locate customers
4. Contact customers regarding overdue accounts and determine reasons for non-payment
5. Issue payment commitment letters
6. Negotiate the return of unpaid merchandise
7. Repossess merchandise when payment is unlikely
8. Monitor cash on delivery or COD roll payments
9. Issue credit hold notifications
10. Coordinate customer credit changes with the credit department
11. Recommend that accounts be shifted to a collection agency
12. Process small claims court complaints
13. Recommend bad debt write-offs
14. Maintain accurate records about the customer payment status

Required Qualifications: 3+ years of collections experience, and have experience with an automated telephone dialing system. Associate's degree in business preferred. **Must be detail oriented.**

Qualified candidates ONLY, send resume in Word format only to:

socratesgaray@rescare.com

& then apply online to www.staffmark.com



Interested applicants must be registered at a WorkSource Center or complete WIA enrollment form & requirements.

Items needed: Valid CA ID/License Social Security Card, or if not a US citizen, Right-to-Work documents (Valid US Passport or Alien Card), * Selective Services (CPC/verify) *Unemployment Insurance Documents (EDD) * Lay-off WARN Notice (if applicable)

This WIA Title I program/event is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities and must be received 72 hours prior to the event. Please contact for auxiliary only: (818) 596-4115, mandelgado@rescare.com and TTY/TDD (818) 596-4155

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