

# Now Interviewing

## COLLECTION ASSISTANT

**IF YOU LIVE IN INGLEWOOD, HAWTHORNE, LAWDALE, REDONDO BEACH, MANHATTAN BEACH  
EL SEGUNDO, CARSON, GARDENA ARE ENCOURAGED TO APPLY**

### **Collection Assistant**

#### **Qualifications**

- **College Degree in Accounting strongly preferred.**
- Office skills or accounting experience is considered.
- Good verbal and written skills.
- Ability to interface with clients and vendors with tact and diplomacy.
- Must be organized, detail oriented self-starter.
- Capability to prioritize workflow and ensure follow-up.
- Ability to use Microsoft Word and Excel.
- Strong problem solving skills.
- Able to work in a fast-paced environment.

#### **Essential Duties and Responsibilities**

- Draft demand letters for delinquent accounts.
- Perform and complete collection practices for delinquent customers.
- Develop solid working relationship with support staff and management to use in resolving customer related issues.
- Managing and monitoring timely collections of all accounts.
- Provide reports on external and internal collection operations as requested.
- Interact with other departments to resolve discrepancies.
- Manage customer complaints.
- Perform weekly review of customer AR and list problem accounts.
- Research customer questions or concerns.
- Maintain aging reports and an organized follow-up schedule.
- Enter appropriate notes in system to accurately describe all collection action taken or commitments made.
- All other duties as assigned.
- Work assigned accounts by making phone calls on past due balances
- Evaluate customer history resolving past due accounts through extensive phone or email contact with customers and agents alike
- Resolve account issues and research discrepancies
- Deal with client and vendor issues
- Negotiate payment plan with customers
- Send W9 requests
- Mail the signed vouchers when applicable
- Reply to daily incoming correspondence
- Reconcile account balance as needed
- Process the payments for past due accounts as needed

**FOR MORE INFORMATION AND TO APPLY, CONTACT DAVID LA SALLE BY**

**January 18, 2013**



**SOUTH BAY ONE-STOP BUSINESS & CAREER CENTERS  
110 SOUTH LA BREA AVENUE, FIFTH FLOOR  
INGLEWOOD, CALIFORNIA 90301  
310 680 3700**

**Public parking available at: 115 South Locust Street, Inglewood, CA 90301**

Disclaimer: South Bay One-Stop, an equal opportunity employer/program, is a partner in this event.

Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made prior to the event by calling 310.680.3700 or TTD/TTY 310.674.6054.