



Assistant Manager Collections
JOB DESCRIPTION

Job Title: Assistant Manager Collections **Reports To:** Operations Manager

Department: Primary & Secondary Collections **FLSA Status:** Exempt

General Purpose of Job:

Works with Operations manager to oversee the daily operations and training of the collection department, maintaining quality assurance, ensuring all clients' goal return percentages are met. Manages a staff of approximately 30 medical collectors & 3 team leads.

Requirements:

Ideal candidate will have come up through the collection agency ranks, knows how to collect & how to close. 10 plus year's collections experience required. Medical Collections experience STRONGLY preferred.

- **Self motivated with strong communication skills.**
- **Candidate must have a strong work ethic and a strong desire to achieve individual and team goals.**

Essential Duties and Responsibilities:

- Ensure all applicable federal and state laws are followed at all times
- Provides the manager with daily feedback as to floor activities and accounts presented on dialer campaigns.
- Recommend measures to enhance performance and increase monthly collections from current levels.
- Utilize available reports to summarize information and identify trends.
- Works with operations manager to ensure good client relationships
- Participate in the interview and hiring process
- Works with operations manager to direct training, development and ongoing evaluation process of collection staff
- Works with operations manager to ensure account quality control, productivity and goal maintenance for all clients
- Participates in disciplinary issues up to and including termination of staff when necessary
- Works with operations manager to perform client analysis process bi-monthly and plan strategy to increase revenue
- Works with operations manager to plan and conduct departmental meetings
- Creates and executes contests to motivate the collections floor on a daily basis



- Spend 6 hours per day on the floor monitoring the collectors and giving feedback on how the collectors can improve their techniques, barge calls if needed, help close deals and instruct on how to improve talk offs.
- Monitor the key performance drivers of your collections performance business and take corrective action when required.
- Ensure that the Collections Floor performance up to acceptable standards which includes but is not limited to, calls per hour (too high or too low), money taken, calls per transaction & calls taken. This should be based off the criteria in the reports that are pulled from the collections system.
- Ensure that the money taken by the Private Pay Floor meets the set threshold
- Responsible for monitoring schedule, attendance & productivity of collectors
- Follow all office procedures to maintain integrity of company
- Open/close office ensuring safety of all associates on company property
- Other duties as assigned

Supervisory Responsibilities:

This position has supervisory responsibilities of primary & secondary collections

Certificates / Registrations & Education:

Completion of the FDCPA and HIPAA Standards exams

High school diploma or general education degree required

Associates or Bachelors degree preferred

Must demonstrate proficiency in personal computers, MS Office Word & Excel.

EXPERIENCE:

3-5 years of past experience managerial experience required and knowledge of the collection industry required

Knowledge of HIPAA laws and guidelines preferred; Knowledge o FDCPA & FCRA laws required.

Language Skills:

Ability to read and interpret instructional materials such as policy guides, rules and compliance manuals in addition to analysis of client performance and productivity reports

Ability to write routine reports and short correspondence and memos

Ability to present ideas and speak effectively in one-on-one and group settings



Mathematical Skills:

Ability to calculate figures and amounts such as commissions and percentages

Reasoning Ability:

Ability to solve practical problems and deal with a variety of situations where only limited information and facts are available

Physical Demands:

Ability to stand for long periods, sit, walk, wear a headset, use hands and fingers, talk, hear and see at close distance for duration of shift in an indoor, moderate noise level environment 40 plus hours weekly