



MEDICAL COLLECTOR

Openings in: **Vero Beach, FL 32960- Melbourne FL 32901- Sebring FL 33870
Gadsden, Alabama 35901**

Non-Exempt

Reports to Operations Manager

Full time collection specialist needed for a high energy, performance focused collection agency with a very competitive commission program and a tremendous benefits package. Ideal candidate should possess the following skills: Self motivated individual with strong communication, persuasion and negotiation skills. Candidate must have a strong work ethic and a strong desire to achieve individual and team goals.

Contacts patients by phone and/or mail regarding their accounts and is responsible for ensuring collection of past due balances. Answers patient account questions and assists in setting up alternative pay plans when necessary. Maintains patient account records and may settle third party payer issues. Demonstrates the ability to accomplish daily targets and monthly goals.

Specific Job Skills:

Prefer and or require the collector display the following qualifications

Must complete the FDCPA computer based training program with a minimum score of 40 during new hire orientation

Must be comfortable & confident in asking people to pay their balances over the telephone

Must work a minimum of 200 accounts per day on an automated dialing system after 90 days

Must demonstrate logic to evaluate an account for possible issues

All collectors are assigned to an automated dialer

Collectors are expected to be punctual, to focus on getting payments, exhibit professionalism, be flexible when changes are necessary, speak up when uncertain & be capable to learn new applicable skills

Accounts are worked by balance range and by days/category per specifications of the Manager

Knowledge of collection fundamentals

Experience soliciting payment on heavily overdue accounts, as well as highly detailed record maintenance

Education and/or Required Experience & Capabilities

Prefer a Minimum 2+years high volume call center collections experience

High School Diploma required

Experience & proficient with Microsoft Office (Word & Excel) & Must be able to type 35 WPM

Clear speaking voice & strong communication skills required including listening skills