

Bill Collector Job Description

- Collecting payments and posting the amount paid to customer accounts
- Locating and monitoring overdue accounts with the use of computers and various automated systems
- Keeping up-to-date and correct records on information about the financial status of customers and status of collection efforts
- Locating and informing customers of delinquent accounts by email, telephone, or personal visits to solicit payment
- Advising customers on necessary actions and strategies for debt repayment
- Planning debt repayment or establishing repayment schedules, while considering customers' financial situations
- Conducting negotiations on credit extensions when necessary
- Answering questions that customers may have regarding debt payments and due dates.