

Debt Collection Agent Job Description

- Monitoring assigned accounts to identify outstanding debts
- Overseeing and tackling questions or complaints that customers may have
- Carrying out investigations and coming up with plans to resolve discrepancies
- Negotiating payoff deadlines or payment plans
- Adhering strictly to customer policies and procedures
- Closing a specific number of collection accounts in a specific amount of time to meet the assigned target
- Locating and interacting with debtors and implementing repayment schedules and terms
- Keeping and maintaining debtors' book to ensure that the debt status is accurate and up-to-date.