

Debt Recovery Agent Job Description

- Review the details and terms of sales and loans
- Produce reports for the management of the organization
- Remove the names of deceased people from records
- Follow established federal and state laws on debt recovery
- Purge debts when fully recovered
- Initiate steps for debt collection using the most viable means employable
- Send reports of statements of delinquencies to credit bureau office
- Record any new commitment to recover debt
- Initiate repayment plans and new terms of sale for debtors of the organization
- Collect payments on behalf of the organization
- Create and keep record of people owing the organization
- Organize the list according to the magnitude of the debts owed the organization
- Use available database to track customers or individuals who owe the organization
- Keep in touch with customers owing the organization
- Make use of computer to handle skip tracing
- Ensure accurate record of debtors' basic information
- Listen to debtors or customers of the organization to know how to go about the debt
- Give viable options to debtors of the organization on how to pay up their debts
- Could offer advice or refer debtors to counselors for proper guidance
- Analyze and resolve discrepancies
- Entertain questions and complaints from debtors
- Create an atmosphere of trust with the debtors to prevent future problems

- Update accounts and databases regularly for the organization
- Maintain a high level of confidentiality of the organization with its customers/debtors
- Could assist the organization in resorting to legal actions if need be
- Maintain customer policies and procedures.