

Senior Debt Collector

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eppc

eppc Albania on behalf of its client, a subsidiary of an International consumer credit company that aims to be the fastest and the most comfortable credit provider in Albania, is currently recruiting a **Senior Debt Collector**.

The Client is looking for a reliable **Senior Debt Collector** to contact debtors and claim outstanding debts towards their creditors. The selected candidate will be **responsible** for recovering the money owed in as little time as possible. Excellent communication skills and a sense of urgency are extremely useful to succeed in this task.

Major responsibilities:

1. Keep track of assigned accounts to identify outstanding debts
2. Plan course of action to recover outstanding payments
3. Contact debtors to inquire of their payment status
4. Negotiate payoff deadlines or payment plans
5. Handle questions or complaints
6. Investigate and resolve discrepancies
7. Create trust relationships with debtors when possible to avoid future issues
8. Update account status and database regularly
9. Alert debtors unwilling or unable to pay when necessary
10. Comply with requirements when legal action is unavoidable

Requirements for this position are:

- **At least 3 years of debt collection/recovery experience**
- Experience in working with targets and tight deadlines
- Working knowledge of MS Office and databases
- Excellent communication and people skills
- **Very good ability in negotiating and persuading**
- Ability to be polite and compassionate without lacking confidence

Facts & Figures:

Position: Senior Debt Collector;

Location: Tirana;

Working Hours: 40 hours

Deadline: 28.07.2017

How to apply:

To apply for this opportunity, please send your CV and supporting document, **mentioning the position that you are applying** for, to: recruitments@eppc.al

You will be contacted by eppc only if your CV & support documents will be qualified by our evaluation team.