



## COLLECTIONS SPECIALIST

*Presented by Thornhill Employment Hub on behalf of a local employer seeking to fill this position.*

---

**Position Type:** Full-Time

**Language:** English (Required)

**Location:** Richmond Hill, ON

---

### Qualifications (Preferred):

- Strong negotiation and customer service skills
  - 3+ years' collections experience; 1st party, 3rd party, and purchase inventory
  - High energy, a positive attitude, be a team player and motivated by money
  - Sound judgment and decision-making skills
  - Able to achieve results based on individual and team goals
  - Detail-oriented, organized, efficient and able to multi-task
  - Proficient computer skills with working knowledge of MS Word, MS Excel, and MS Outlook
  - Superior oral and written communication skills
  - Experience using third-party bank database systems an asset
  - A collection or sales background is an asset
  - Bilingualism is an asset
- 

### Responsibilities:

- Conduct inbound and outbound calls, related to negotiating payments, updating customer information, and other customer service inquiries.
  - Negotiate payment terms and methods using critical thinking and probing questions to overcome objections.
  - Maintain compliance by use of proper policy, procedures, and scripts.
  - Accurately record all details of communications and activities within the system.
  - Proactively monitor and investigate accounts to locate pertinent information to aid collection.
  - Identify cases for special handling according to company criteria, including legal actions and asset attachment.
  - Maintain a clean and secure work environment.
  - Ensure collection goals are obtained.
- 

### Benefits:

- Competitive salary, paid training, and a commission structure
- Incentives and monthly contests: prizes, trips, rewards, employee appreciation and bonuses
- Group Benefits (health, life, dental insurance plan - for full time employees)
- Career advancement and promotional opportunities

For personalized employment support and resources, contact us at 905-707-7332, email us at [info@thornhillhub.com](mailto:info@thornhillhub.com), or visit [www.thornhillhub.com](http://www.thornhillhub.com)