

Add Collector – Tersia King Learning Academy



JOB SPESIFICATION			
Job Title	Collector		
Department	Collections		
Business Unit	Administration		
Minimum Qualification	Numeracy and literacy equivalent to Grade 12		
Relevant Experience	2 – 3 years debt collections experience with skills will be beneficial		
Email CV	headofoperations@tkla.co.za		
Closing date	04 August 2023		
KEY CORE RESPONSIBILITIES			
Support	Contribute	Professionalism	Behavior
Responsible for making collection calls and taking relevant collection actions on Debtors who are overdue on payments on their school fees accounts by following predefined processes and procedures.			
<ul style="list-style-type: none">• Collect outstanding debts from debtors and achieve collection target.• Handle and manage several arrear accounts to achieve optimal successful collection results.• Conduct professional collection calls and consultations within legislative frameworks and procedures.• Conduct pre-action account analysis and ensure correct action is followed.• Ensure successful outcome, payments received, on all collection actions.• Negotiate payments, deadlines, and payment plans. (Secure debicheck payment)• Handle customers' questions or complaints• Update account collection actions and notes on relevant systems• Confirm and update debtor information on the system D6 and Swordfish• Alert management of problem debtors or debtors failing to pay.• Comply with requirements when legal action is unavoidable.• Focus to reduce high risk debtors continuously.• Maintain security and confidentiality of school and of customer information.• Adhere to all legal compliances, including but not limited to debt collection practices, PAIA and POPIA.• Adhere to policies and procedures.			
COMPETECY REQUIRED FOR THE POSITION			
Knowledge	Skills	Personal Characteristics	
<ul style="list-style-type: none">• Collection practices – In depth knowledge of Collections Policies, Practices, ProScsess and Procedures.• Literacy - Good proficiency and navigation skills around a PC, work on different systems to enable effective results.• Strong presentation - Effectively communicate (verbally and written) information with team members and debtors. Good telephone manner with a clear speaking voice.• Reasoning - Sound math knowledge to perform basic math including adding, subtracting, multiplying, and dividing. Apply logical deduction when looking at accounts and dealing with debtors.	<ul style="list-style-type: none">• Effective computer skills – to successfully manage tasks on various systems, i.e., MS software packages, core system for billing and accounts, debt collection software and communication systems.• Effective Communication Skills – includes speaking and writing skills, good listening abilities and sound comprehension.• Effective Negotiation Skills – ability to conduct assertive results driven negotiations.• Critical Thinking/Creativity - ability to think critically and come up with accurate solutions for the resolutions for a positive collection outcome.• Personality: Attitude/Customer Service/Positivity/Patience - must exhibit a combination of patience and positive attitude when interacting with debtors• Speed and Accuracy - demonstrate speed and skill in handling calls and other tasks- promptly and accurately.• People Skills – Exceptional people skills in dealing with debtors and fellow employees.	<ul style="list-style-type: none">• Empathic listener - demonstrating interest and concern by listening intently making for accurate solutions.• Self-Motivated. Is self-motivated and show interest in self-development.• Goal Orientated – To focus on set goals, and what needs to be done to achieve the required results to achieve goals.• Persistent – demonstrating persistent application of processes and carrying it out day in and day out to achieve goals and targets.• Diligent – demonstrating excellent time management skills and dedication to duty.	