Position: Debt Collector

Our Company

Ideal Group, LLC is a Liberian owned financial consultancy company which specializes in accounting and bookkeeping services and is located at King’s Avenue, Monrovia Liberia. The company handles accounting & bookkeeping related services; including but not limited to designing accounting systems, internal auditing, accounting records, developing budgets, preparing financial statements, tax preparation and compliance work, consulting assistance, restructuring and providing advice on matters related to accounting.

We are adding a debt collection services department to the group to provide broad-based services such as pulling credit reports, conducting investigations, bringing the debtor back into negotiation table, seizing property, putting liens on homes, garnishing wages, and so on at an affordable fee that won’t in any way put a hole in the pocket of our clients.

Job brief

We are looking for a reliable Debt collector to contact debtors and claim outstanding debts towards their creditors. You will be responsible for recovering the money owed in as little time as possible.

This position can be stressful and difficult. Our debt collector will have to be polite and sensitive towards people while also remaining committed to their purpose and persistent. Excellent communication skills and a sense of urgency are extremely useful to succeed in this task.

Responsibilities

- Keep track of assigned accounts to identify outstanding debts
- Plan course of action to recover outstanding payments
- Locate and contact debtors to inquire of their payment status
- Negotiate payoff deadlines or payment plans
- Handle questions or complaints
- Investigate and resolve discrepancies
- Create trust relationships with debtors when possible to avoid future issues
- Update account status and database regularly
- Alert superiors of debtors unwilling or unable to pay when necessary
- Comply with requirements when legal action is unavoidable
Requirements

- Proven experience as debt collector
- Experience in working with targets and tight deadlines
- Knowledge of relevant legal requirements
- Working knowledge of MS Office and databases
- Excellent communication and people skills
- Apt in negotiating and persuading
- Ability to be polite and compassionate without lacking confidence
- High school diploma is preferred

To apply, kindly submit your CV and Motivation letter to jobs@idealgrouplib.com.

Closing Date: July 31, 2019