

JOB DESCRIPTION

POSITION TITLE: Account Manager
ACCOUNTABLE TO: Client Manager – Pre-Litigation Collections

OBJECTIVE OF POSITION

To support the Client Manager in the recovery money on behalf of corporate clients in line with service level agreements and without recourse to legal proceedings.

KEY TASK AREAS

- To action new instructions received from clients, including appropriate and timely recording of case details on the relevant case management system
- To take agreed actions to attempt to recover the debt, including issuing of standard written correspondence and undertaking telephone calls
- To work with clients to decide on appropriate action where debtors do not respond to initial contact
- To manage all transactions in line with the relevant service level agreements
- To support the Client Manager in complying with clients' reporting requirements
- To build and maintain effective professional relationships with clients
- To communicate with clients for case related matters, including updating clients on progress, discussing appropriate courses of action and obtaining feedback
- To communicate effectively with all parties e.g. debtors, clients, solicitors, debt management companies, Citizens Advice Bureau, both on the telephone and in person
- To review incoming post and prioritise accordingly
- To manage and process high volumes of telephone calls effectively
- To produce non-standard written correspondence to a high standard
- To deal swiftly with client complaints in line with the departmental standards and the firm's complaints procedure
- To record payment details and pass to the Credit Solutions administration team to action, in line with the Firm's financial procedures
- To monitor and review payments from debtors
- To adhere to company standards, policies and procedures at all times
- To contribute positively to departmental and firm-wide activities
- To undertake relevant training as required

KEY REQUIREMENTS

Qualifications

- Educated to GCSE standard grade A-C in Mathematics and English (or equivalent)
- ILEX Legal Executive Diploma Level 3 or above (desirable)
- Qualifying Law Degree and Legal Practice Course (desirable)

Experience

- Previous experience of using case management systems
- Previous experience of working in a debt recovery role (client facing experience is desirable)

Knowledge

- An understanding of the clients' industry sector and collections process (desirable)
- Familiar with Lexcel and Data Protection Act compliance requirements

Skills and Abilities

- Ability to relate to clients and colleagues in a confident and professional manner
- Good problem solving skills
- Must be organised, methodical and accurate
- Ability to work under pressure and to deadlines
- Ability to work without close supervision
- Ability to work effectively as part of a team
- Good communication skills both verbally and in writing
- IT literate including good working knowledge of Microsoft Office Applications
- Ability to think ahead and use initiative
- Ability to communicate courteously in a clear and concise manner with both clients and colleagues
- A polite, friendly and confident telephone manner
- Excellent time management skills
- Conscientious and common sense approach to work
- High levels of accuracy and good attention to detail

Other

- Must have a flexible attitude to work and time
- Tidy personal appearance
- Motivated and ambitious