

Available vacancy: Account Manager – Pre- Litigation Collections

You have:

- Previous experience of using case management systems
- Previous experience of working in a call centre environment
- An understanding of the clients' industry sector and collections process (desirable)
- Knowledge of Familiar and Data Protection Act compliance requirements

Qualifications:

- Educated to GCSE standard grade A-C in Mathematics and English (or equivalent)

You will:

Support and assist the HR Manager and Company in the delivery of HR services including in all HR advice, training and recruitment tasks and taking responsibility for a number of administration processes.

Key Task Areas:

- To action new instructions received from clients, including appropriate and timely recording of case contact details on Visual Files
- To take agreed actions to attempt to recover the debt, including issuing of standard written correspondence through Visual Files and undertaking telephone calls through an automated dialler and manually
- To work complex disputes whilst adhering to industry regulation and guidelines
- To highlight and deal with vulnerable customers effectively
- To manage all transactions in line with the relevant client service level agreements and update Visual Files accurately
- To build and maintain effective professional relationships with client customers
- To communicate effectively with all parties e.g. debtors, clients, solicitors, debt management companies, Citizens Advice Bureau, on the telephone
- To deal swiftly with customer complaints in line with the departmental standards and the firm's complaints procedure
- 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

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

Please email CV to recruitment@judge-priestley.co.uk to apply or for further information.

If your application is unsuccessful we may keep your personal data on file for up to 12 months. We recommend that you read our Job Applicant Privacy Policy which you can find on our website.

Judge & Priestley is committed to equality of opportunity and welcomes applications from all sections of the community.

We will offer an automatic interview to candidates who meet the minimum requirements for the role and have a disability under the Equality Act 2010. Please call our HR department on 0208 290 0333 if you believe that this applies to you.

Please note that upon acceptance of an offer of employment all successful applicants are required to undergo a Basic Disclosure for unspent convictions.