

**BPP Job Description**

**Job Title Collections Agent**

**Department Contact Centre**

**Location Manchester St James**

**Additional details** Role will be based partially at home and partially in the office, please advertise the role for Northwest England only

**Contract type Full time and permanent**

**Hours of work** 37.5

**Reporting lines** Senior Collections Agent

**Job Purpose**

The Collections Agent is responsible for financial processes, chasing outstanding fees, accounts receivable management and customer service. The role focuses on providing optimal student experience relating to students financing their education.

**Key Responsibilities**

* Coordinates the resolution of past due balances under established guidelines through direct contact with students.
* Evaluates student accounts to explore solutions that assist students in attaining their educational goals.
* Monitor student account receivables and related financial activity to ensure its adherence with the student selected payment option and company policy.
* Build close relationships with internal departments to ensure smooth collections and student experience
* Work closely with external collections providers
* Make decisions along with senior staff at escalation points on collections process

**Skills, experience & qualifications required – Essential**

* You will be experienced in managing high outbound phone activities
* Ability to follow oral and written directions as they relate to the job functions
* Possess excellent organisational skills & communications skills
* Ability to provide timely, accurate information on a variety of financial oriented subject
* Be a team player
* Strong interpersonal skills
* Strong IT skills

**Skills, experience & qualifications required - Desirable**

Proficient in Microsoft excel, outbound phone experience, collections experience

**Please note that the successful candidate will be required to undergo a basic DBS and credit check**