

Collection Agent

Remuneration:	R3000 - R6000 per month market-related
Location:	Nelspruit
Education level:	Matric
Job level:	Student
Travel requirement:	Occasional
Type:	Permanent
Reference:	#IVM478
Company:	In Vision Marketing

At In Vision Marketing, we are looking for a friendly and highly motivated individual to join our team as a collection agent. In this role, you will play a crucial role in ensuring the timely and successful recovery of outstanding debts from our clients. As a collection agent, you will have the opportunity to make a meaningful impact by providing exceptional customer service and working towards mutually beneficial solutions.

Responsibilities

- Contact debtors to negotiate payment plans and resolve outstanding debts in a professional and friendly manner
- Follow up on overdue accounts and proactively manage collections activities
- Maintain accurate and updated records of all interactions and collection efforts
- Provide assistance and support to clients with any payment-related queries or concerns
- Collaborate with internal stakeholders to coordinate efficient debt recovery processes
- Analyse delinquent accounts and identify opportunities for improvement in collection strategies
- Comply with all applicable legal and regulatory standards in debt collections activities

Requirements

- High school diploma or equivalent
- Proven experience in debt collection or related customer service roles
- Excellent communication and negotiation skills
- Strong problem-solving and decision-making abilities
- Proficient in using collection software and other relevant tools
- Ability to work independently and within a team environment
- Detail-oriented and highly organised
- Grade 12/N4 equivalent
- Willing to travel
- Willing to relocate
- Good communication and interpersonal skills
- Punctuality
- Team work
- Ability to work under pressure
- Entrepreneurial spirit
- Self-driven
- Student mentality
- Clear criminal record

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