

PFP ENERGY

JOB PROFILE



Job Title: Collections Agent (Business Team)	
Report To: Business Operations Manager	Date: 30/01/2019
Location: Unit 2, Edward VII Quay, Navigation Way, Preston, PR2 2YF	
Salary: £17,200 plus a generous bonus scheme	
Job Purpose <p>We have a fantastic opportunity for a Collections Agent on the Business Team.</p> <p>We are looking for an enthusiastic, hardworking and experienced collections/credit control agent to join our expanding team.</p> <p>Reporting to the Business Operations Manager, the Collections Agent will be responsible for cash collection, reinstatement of customers' Direct Debits and dealing with any customer queries and complaints that may prevent the customer making payment.</p> <p>The role will also involve managing the PDV and Warrant escalations, ensuring customer accounts are referred as per the debt process and managed throughout the process, being the main point of contact for external collection/warrant agencies.</p>	
Key Accountabilities <ul style="list-style-type: none">• Make a high volume of outbound calls to chase unpaid invoices.• Outbound calls to re-instate Direct Debits• Transfer customers on BACS to Direct Debit.• Manage the customer debt journey ensuring accounts are escalated to PDV/warrant as per the company debt process.• Ensure notes are updated on accounts• Complaint management• Inbound payment calls• Email management• Responding to and sending debt letters• Cover other areas of the business as and when required	

Problem Solving/Decision Making

- The post holder must possess a very strong analytical and problem solving ability.
- Ability to handle customer complaints, remaining calm and showing empathy whilst also enforcing terms and conditions.
- Ability to follow company processes and policies

Skills/Knowledge/Experience

- Some understanding of the energy industry would be advantageous, however training is provided.
- Experience of Junifer CIS would be advantageous, however training is provided.
- Ability to empathise with customers
- Ability to work and remain calm under pressure
- Strong negation skills
- Strong persuasive skills
- Excellent communication skills – written and verbal
- Excellent customer service skills
- Good numerical skills
- Problem solver
- Focused and Driven
- Self-motivated
- Organised
- Team player
- Able to prioritise workload
- Strong knowledge of Microsoft Office, including Outlook, Word and Excel.
- Ability to manage own workload and offer additional cover where required

Working Relationships

- Works productively and supportively with colleagues and team members.
- Works productively and supportively with external third parties and suppliers.
- Internal group functions and departments supporting the overall operation of the energy business