



Debt Collectors Needed

KWA is currently looking for highly motivated legal and non-legal third party collectors who enjoy working in a progressive-minded value-driven organization. We are looking for candidates with excellent organization and communications skills who are goal-oriented. Have the ability to prioritize conflicting demands, takes initiative, outstanding interpersonal skills with the ability to work in a group and independently with a multitude of personalities. Ability to interact effectively in difficult situations.

Collection

- Prior collection experience is preferred but not necessary. Experience in high volume outbound and inbound call center and/or customer service would be helpful. Professional and personable demeanor over the phone required.
- Handle a large volume of accounts on a daily basis. Directly interact with debtors and negotiate payment plans.
- Determine the best method for recovery by skip tracing and locating debtors via demand letters and phone.

Legal collections

- Directly interact with debtors and negotiate payment plans.
- Determine the best method for recovery by skip tracing and locating debtors via demand letters and phone, verifying employment and other assets.
- Basic understanding of the legal process, from complaint through judgment, and post-judgment remedies are helpful.

MISC

- Regular, dependable attendance and punctuality with reliable transportation.
- Good computer skills, social media knowledge, and typing skills are needed.
- Bi-Lingual is a plus.
- Hours 8:00am -5:00pm M-F with one late night from 11:00am – 8:00pm. With the ability to flex your schedule.
- Casual dress
- Paid time off (PTO): 1st year 2 weeks, 2nd year 3 weeks with a max of 5 weeks.
- 9 paid holidays
- Earn incentives through monthly contests.
- Apply online or call us at 216-771-6500. All inquiries will remain private.

Great work environment and attractive benefits package including health, FSA, HSA, dental, vision, disability, and life insurance, 401(k) Plan, paid holidays, paid volunteer time off, and generous paid time off (PTO) policy.

KWA IS AN EQUAL OPPORTUNITY EMPLOYER: Applicants are considered for positions without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, veteran status, or any other consideration made unlawful by applicable federal, state or local law.