



Collection Secretary - Complaints

KWA is currently looking for a highly motivated collection secretary to handle complaints who enjoy working in a progressive-minded value-driven organization. We are looking for candidates with excellent organization and communication 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. The primary responsibility is providing administrative support to the collection department. Some of the main responsibilities of a collection secretary – complaints are.

- Prepare complaints, amended complaints and amended demands for attorney review.
- Follow up on accounts with pending complaint requests every 7 days to ensure complaints are filed in a timely manner.
- Follow up on all affidavit requests sent to the clients. Re-send affidavit requests to the clients if affidavits have not been received within a reasonable amount of time (approx. 30 days). If an affidavit has been requested from the client twice and the affidavit has yet to be received, forward the file to the Client Liaison who will then contact the client.
- Pull and work all assigned reports related to complaint department on a regular basis ie. complaints, amended complaints, affidavits, complaint document review, advanced funds received and amended demands.
- Perform miscellaneous duties related to preparation of complaints ie. verifying legal names of new clients, obtaining miscellaneous documents needed for complaint preparation of new clients and preparing new and/or revised templates as needed for supervisor review.
- Copy and mail all complaints and demands to the Court and defendant(s) when needed.
- E-File filings as needed.
- Able to maintain regular and consistent attendance at the Firm worksite and other worksites that may be assigned.

MISC

- Regular, dependable attendance and punctuality with reliable transportation.
- Good computer skills and typing skills are needed.
- Hours 8:00 am -5:00 pm M-F 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.

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.*