



Collection Manager

Job Summary:

We are seeking an experienced and results-driven Collections Manager to lead our collections team at a fast-paced debt collection law firm. The ideal candidate will have a strong background in collections, compliance, and team management, with a deep understanding of FDCPA, CFPB regulations, and other relevant laws. This role involves overseeing daily collection operations, ensuring compliance, optimizing recovery strategies, and mentoring staff to maximize efficiency and performance.

Primary Responsibilities:

- Supervise, train, and motivate a team of collectors.
- Conduct performance evaluations and implement coaching strategies to improve results.
- Develop and implement effective collection strategies to maximize recovery rates.
- Monitor collection calls, emails, and negotiations to ensure effectiveness and compliance.
- Identify trends and optimize processes to improve collections performance.
- Ensure adherence to FDCPA, CFPB regulations, TCPA, and state-specific collection laws.
- Maintain up-to-date knowledge of industry regulations and ensure team compliance.
- Track key performance indicators (KPIs) and generate reports on collection effectiveness.
- Collaborate with senior management on recovery goals and operational improvements.
- Handle escalated debtor disputes and negotiate settlements as needed.
- Able to maintain regular and consistent attendance at the Firm worksite and other worksites that may be assigned.
- Other duties as assigned

Qualifications & Requirements:

- Experience: Minimum of 5 years in debt collection management, preferably in a law firm or agency.
- Knowledge: Strong understanding of FDCPA, CFPB, and legal collection processes.
- Proven ability to manage and develop a team in a high-volume collection environment.
- Proficiency in collection software, case management systems, and reporting tools.
- Excellent negotiation, conflict resolution, and interpersonal skills.
- Strong analytical skills with the ability to develop strategies based on data insights.

Preferred Qualifications:

- Experience working with legal collections and litigation processes.
- Familiarity with bankruptcy, judgment enforcement, and post-litigation collections.

Great work environment and attractive benefits package including health, 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.*