



Collection Department Admin

The Collection Department Admin supports the Collection Department through reporting, data analysis, process documentation, call review, and administrative support. This position works closely with the Collection Manager to identify trends, improve processes, maintain departmental resources, and support operational initiatives.

Pay range \$18 - \$26 per hour

Primary Responsibilities:

- Run, maintain, and distribute department reports.
- Analyze data to identify trends, performance issues, and opportunities for improvement.
- Create and modify reports based on departmental needs.
- Compile and organize data from clients and other sources for reporting and analysis.
- Create and maintain Standard Operating Procedures (SOPs), work instructions, training guides, and other departmental documentation.
- Utilize approved AI tools, including Claude and Microsoft Copilot, under the direction of the Collection Manager to assist with data analysis, process improvement, documentation, and departmental projects.
- Retrieve, review, and document calls using the TCN phone system for quality, performance, compliance, and training purposes.
- Conduct file closures, suit reviews, payment reviews, and other file-level administrative tasks.
- Identify trends and communicate findings clearly.
- Assist the Collection Manager with communications, presentations, training materials, meetings, and special projects.
- Maintain organized and accessible departmental data and documentation.
- Perform other duties as assigned.

Qualifications and Requirements:

- Education: High school diploma or equivalent required.
- Experience: In reporting, data management, administrative support, or operations preferred.
- Strong proficiency with Microsoft Excel, including formulas and pivot tables.
- Strong analytical, organizational, and written communication skills.
- Ability to identify trends and communicate findings clearly.
- Strong attention to detail and ability to manage confidential information.
- Experience with AI tools, reporting systems, or TCN preferred.
- Collections, compliance, finance, or operations experience preferred.
- Travel: N/A

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.*