Para Collector Level 2

The Para-Collector Level 2 is a key member of a small, collaborative collections team, responsible for managing a portfolio of accounts throughout the legal collection process. This role involves investigating accounts, analyzing data, talking with debtors. The position offers a flexible schedule and the ability to work a hybrid in office at home schedule.

Pay Range is $19 - $24 per hour plus monthly commission

Primary Responsibilities:

- Focus on call quality, FDCPA adherence, call flow, and final disposition of the files being called.
- Make outbound telephone calls/ receive inbound telephone calls.
- Contact all delinquent accounts assigned to attempt collection and attempt to secure payment according to our client guidelines and in compliance with the Fair Debt Collections Practices Act (FDCPA)
- Provide thorough, efficient, and accurate account updates on computer files for each call made or received.
- Taking payments.
- Execution and complaint talk off.
- Position will require candidate to learn the legal aspects of collecting, from requesting a lawsuit, perfecting service of the lawsuit, to filing wage garnishments, liens, working with debtors on settlements, to dismissing lawsuit and/or satisfying judgments.
- Skip tracing assets and location.
- Garnishment follow up with employers and courts
- Using all data, both provided by clients and obtained through investigation, to locate individuals, identify assets, and determine the collectability and benefits of taking legal action.
- Analyzing credit bureau reports and data from 3rd party vendors.
- Understanding and following the Fair Debt Collection Practices Act.
- Must have good communication skills.
- Able to maintain regular and consistent attendance at the Firm worksite and other worksites that may be assigned.

Qualifications and Requirements:

- Education: High School education or equivalent
- Experience: Minimum 1 year experience in collections. Legal collections experience is a plus.
- 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.
- Travel: N/A
- Other: Knowledge of FDCPA regulations is a plus

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.*