

Collection Support Analyst (Email)

Description

Email collection support is one of the communication services that is non-voice. It involves handling of product-related challenges, queries, customer concerns and collection of overdue balance. It is a customer service and collection effort combined. It requires not just addressing customer concerns but exhausting collection effort to cure account delinquency.

Responsibilities

- Daily collection of overdue balance from customers and able to answer customers' inquiries via Zendesk email for both SG and PH markets.
- Sending collection emails (pink letters, notice and reminders) to high balance delinquent customers assigned by the team leader or manager.
- Can create communication templates via email to improve collection efficiency.
- Coordinates closely with the collections team in forwarding proof of payment and request for call backs.
- Process request for double deduction and refund manually via lark sheet.
- Inform the Manager to manually transfer case to a collector who are present when customer send the proof of payment.
- Work closely with customer service team on communicating customer's concerns raised in the repayment emails.
- Ensures zero complaints and one-time resolution when responding to emails.
- Will escalate any email complaints received to the Manager and Team Leader for investigation and proper resolution.

Qualifications

- Minimum 3+ years experience in Collections.
- Experience in Payment or Fintech is big plus.
- Experience in Zendesk is a big plus.
- Highly developed interpersonal skills with your own styles – ability to build relationships with literally anyone.
- High energy, passionate and having the hustling mentality.
- Strong desire in working in a start-up environment and comfortable with always be evolving processes.
- Highly self-motivated with the ability to work fast and smart independently.
- Excellent communication, organisational, and time management skills.
- Able to work onsite 5 days a week at Ayala Avenue, Makati office.

Hiring organization

Atome

Atome is a regional “buy now, pay later” brand that lets consumers split their bills into flexible deferred payments over time, with zero annual or processing fees. Short for “Available to Me”, A-To-Me partners over 15,000 online and offline retailers across key verticals such as fashion, beauty, lifestyle, fitness and homeware in offering their consumers choice, flexibility and convenience in how they choose to shop and pay.

Employment Type

Full-time

Job Location

Manila, National Capital Region, Philippines

Date posted

February 2, 2023

APPLY