

## **The Franklin Mint Position Description**

### **Credit and Collections Representative**

#### **Mission Statement:**

The mission of the Credit and Collections Representative is to handle customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism to resolve customer issues with one call resolution. To offer alternative solutions where appropriate with the objective of retaining customer's business by providing commitment and professionalism to our customers. While meeting and exceeding daily, weekly, and monthly goals set forth by direct management.

With the direction of management, the Credit and Collections Representative will learn how to overcome objections regarding debt with each customer. The key to successful collections activity is to obtain the payment while maintaining rapport and professionalism with the customers. The Franklin Mints goal is to build lifetime relationships with our customers. Therefore it is critical we maintain professionalism and treat each customer with the upmost respect.

#### **Requisite Skills/Experience:**

The Collection Representative must be well above average in his or her communication skills. And possess basic computer and data-entry skills.

Listed below are the key areas of experience, and measurable accomplishments, an Collection Representative must possess:

1. Communication is a key. Must have excellent verbal, written, and listening skills.
2. The ability to work effectively with others, including a diverse population.
3. Strong problem solving skills: the ability to constructively handle unexpected problems.

4. Decision making: the ability to make sound decisions within the departmental policies and procedures.
5. Takes initiative and demonstrates willingness to act with a sense of urgency. Can also accomplish objectives in a team environment.

**Background:**

The Franklin Mint is a world-renowned direct marketing company whose products are sold primarily via a story-telling creative designed to touch an emotional chord within the customer that then turns into sales. The members of the call center team provide direct contact to our customers. This contact is extremely vital.

The Collection Representative will be a part of the front line of communication between the Franklin and our customers. It is extremely important the Collection representatives maintain a professional manner while representing the Franklin Mint.

**Personal Characteristics:**

The Collection Representative must possess a high level of energy, and must be passionate about The Franklin Mint and its products. He/she must be a positive role model and a change agent, reflecting the best of The Franklin Mint's culture and value system. This culture is best described as being driven by excellence, best practices, and results:

- Must be flexible: open changing plans to meet objectives.
- High Energy: a capacity for doing work and overcoming obstacles.
- Enthusiasm: the eagerness and a visibly high level of interest in all areas
- Commitment and professionalism: the ability to meet specific deadlines, and address all Franklin Mint collectors in positive and appropriate ways.
- Self-presentation: the ability to model desired behaviors.

- Self-management: the capacity to work effectively without being micro-managed.
- Self-objectivity: able to seek and accept constructive feedback.

### **Position Responsibilities:**

The Collection Representative will work in a fast paced, high volume call center environment using an automated outbound dialer system. Qualified candidates will be comfortable discussing financial information and asking for payments and/or negotiating payments, workout solutions as well as have the ability to navigate multiple computer applications/screens and document call activity while effectively communicating with the customer.

1. Deliver productivity results that meet the Franklin Mint performance objectives.
2. Adhere to standard campaign scripting, build rapport, and overcome collector objectives.
3. Adhere to operational processes which comply with Franklin Mint standards, policy and procedures, system usage, and attendance policy.

### **Measurement of Success:**

1. The overall ability to meet The Franklin Mint revenue and collection objectives on a weekly, monthly, annual basis.
2. The overall professionalism demonstrated on a daily basis with the Franklin Mint Customers, Co-workers and all members of the Franklin Mint team.
3. Adherence to Franklin Mint policy and procedures including telephone quality guidelines, code of ethics, and attendance.

### **Reporting Structure:**

Position: Credit and Collections Representative

Reports to: Credit and Collections Supervisor

Primary Matrix Interfaces:

1. Customer Service Supervisor
2. Outbound Sales Supervisor
3. Outbound Sales Supervisor
4. Department Educator