



COMPANY NAME: Citi

JOB TITLE: Customer Service in Collections

JOB DESCRIPTION:

The Collections Specialist 3 performs a variety of assignments with limited complexity. Most of the impact is related to the accuracy of tasks performed. Works under general supervision and established procedures. May service a range of products/services. Applies detailed knowledge of a wide range of specialized administrative/technical skills. Understands how duties relate/integrate with others in the team/unit. Exchanges moderately complex information with others. Basic knowledge of the organization and its policies required. Applies experience and simple judgment to make decisions within defined options or standard protocols – follows through on issues. Able to evaluate and select the correct solution in order to complete the task at hand.

Responsibilities:

- Performs Collection Specialist 2 duties plus: Utilizes advanced negotiation skills to resolve delinquency issues. Researches problems, such as skip tracing, to develop external contacts. Shares knowledge with less experienced collectors. Has increased opportunity to interpret procedures instructions by choosing among alternative courses of action to resolve delinquencies. Works under general supervision and established procedures. May support a range of products services. Applies detailed knowledge of a wide range of specialized administrative technical skills; and most of the impact is related to the accuracy of tasks performed. Understands how duties relate integrate with others in the team unit.
- Increase the Recovery of the past due portfolio of the different collection portfolios
- Comply with the goals and parameters of the established operational process
- Ensure compliance with quality objectives and compliance with institutional policies
- Provide the telephone collection service to the client
- Fulfilling the clients' necessities while providing an exceptional client experience is the expected behavior from all our employees and it will be measured by specific metrics.
- Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

SALARY: DOE

APPLICATION QUALIFICATIONS:

- work under pressure Decision making Problem solving Negotiation
 - client needs or organizational issues while remaining focused, frustration tolerance
 - 1 year experience

Education: High School diploma or equivalent

HOW TO APPLY: <https://jobs.citi.com/job/tucson/customer-service-collections-representative-starting-at-19-50-hourly/287/33083447424>

DATE: 11/28/2022

2797 E Ajo Way, Tucson, AZ 85713

BusinessServices@pima.gov

Equal Opportunity Employment/Program:

Auxiliary aids and services are available upon request to individuals with disabilities