



## COLLECTIONS AGENT

When you join the Crystal Legal team you will be warmly welcomed into the Drivers clan. Our Drivers are steadfast, tenacious and provide a go-to fountain of knowledge which can be eternally relied upon. In this position you will be primarily responsible for collecting debt owed to the company by collection activities. You will be a vital part of the business, delivering outstanding customer support and care in an ethical and compassionate manner. You will be required to deliver projects and tasks to agreed timescales and will report to the Collections Team Manager.

### A DAY IN THE LIFE

In this role your responsibilities will include:

- Helping clients to understand their invoice and taking payments from them
- Prompting clients to pay overdue invoices
- Making reasonable arrangements with clients who are struggling to make their payment in full
- Calling banks and building societies and chasing win payments for clients
- You must live by our values.. **Trust, Team work, The best we can be, Do great stuff.**

### EXPECTED TASKS

Your day to day tasks will include:

- Issuing letters and other notices (required by law) that enable the collection of debts
- Acting in an ethical and, when needed, compassionate manner when dealing with customers
- Developing and maintaining your own personal knowledge of company policies, processes and procedures
- Identifying and escalating concerns, worries and/or issues to the Collections Team Leader in a timely and effective manner
- Proactively manage the debt held in ways that ensures that debt is not held for longer than the agreed department target
- Managing and prioritising your own workload in ways which facilitates achievement of the company's targets and/or service level agreements
- Identifying and reducing the amount of debt on the "Sales Ledger"
- Developing effective methods of communicating using the telephone and developing customer relationships that reduce the amount of debt

### WHAT WE REQUIRE FROM YOU

- Ability to work alone or as part of a team to achieve targets, complete projects or resolve business issues/concerns
- Flexible in their approach to work and can adapt to an ever-changing environment
- An excellent understanding of MS Word, Excel and Outlook
- Previous and proven experience of working within a Collections department
- Excellent numeracy skills
- Excellent verbal and written communications skills
- Excellent organisational skills and demonstrates the ability to work in a fast pace environment

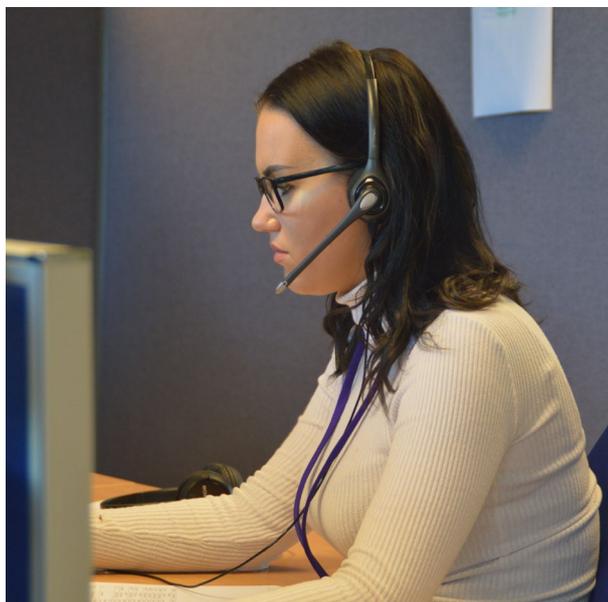


## DRIVER SKILLS

These qualities are a must:

- Excellent communication and verbal skills
- Use initiative to multi-task and solve problems
- The ability to work well with other people as part of a team
- An assertive attitude in the work place
- Strong planning and organisational skills to keep up to speed with the fast-paced environment
- Outstanding customer support to build and maintain great relationships with clients and colleagues

"Since joining the company my success and achievements have been recognised, allowing me to work my way up the ladder to my current position of Team Leader. I feel my achievements and progress are genuinely appreciated and recognised."



## ENTITLEMENTS & STAFF BENEFITS

We believe our calibre of staff is the reason why our business grows. From healthcare plans and professional development to big nights out, we invest in our people at every opportunity:

- 20 days annual holiday plus your birthday (this increases up to 25 with increasing service)
- Shutdown between Christmas and New Year
- Induction programme
- Six months probationary period
- 'Buddy' programme mentoring scheme
- Healthcare plan from day one (Level 3)
- Internal career progression across in-house training programmes
- Employee recognition- awards and cash bonuses given for outstanding staff performance
- Staff referral scheme with cash incentives
- A certificate of achievement each work anniversary
- A personalised long service award after five years of service



## THE PERKS

- Free onsite parking
- Kitchen facilities with free brew supplies
- Great nights out
- Dress-down Fridays
- Community links through fundraising
- Onsite tuck shop and mobile butty vans
- Great links for the motorway and train station
- Childcare voucher scheme
- A short walk to local shops and eateries
- A birthday cake on your special day