

# CALL CENTER REPRESENTATIVE

EXPLORE.  
EDUCATE.  
EXPERIENCE.

On a daily basis, I locate and notify customers of delinquent accounts for payment. I handle receipt and posting of account payments and prepare statements. I keep records and status of accounts.

[online2workforce.com](http://online2workforce.com)

## THESE ARE THINGS I DO ON A DAILY BASIS:

- Arrange for debt repayment or establish repayment schedules.
- Solicit payment of delinquent accounts.
- Advise customers of necessary actions and strategies for debt repayment.
- Persuade customers to pay amounts due on credit accounts, damage claims, non payable checks or return merchandise.
- Manage files and records, transcription, forms, and handle office procedures.
- Collect deposits, payments or fees.
- Negotiate financial arrangements.
- Sort mail.

## Why is this job a good fit?

It works for me because I enjoy:

- Clerical work
- Talking to people
- Use my computer skills
- Appreciate helping others
- Detail oriented

## Tools I Use

- Customer Tracking Software
- Customer Relationship Management Software
- Desktop Computers
- Special Purpose Telephones
- Autodialers



# EXPLORE.

## Why I enjoy my job as an Call Center Representative:

- I enjoy gathering information from various sources.
- I enjoy resolving problems and other issues.
- I like communicating with people in and outside of the organization.

## IMPORTANT SKILLS AND ABILITIES FOR THIS JOB:

- Active Listening
- Administrative Activities
- Critical Thinking
- Phone Etiquette
- Speaking
- Social Perceptiveness
- Persuasion
- Office Organization
- Database Software
- Document Management
- Filing

## Things for you to Consider when applying for my position:

- Patience in customer service is needed.
- You will be working in customer service and using phones daily.
- Education in financing can be a plus.
- Expect to troubleshoot and negotiate as part of the job.



## Other Employers call my position:

- Biller
- Collector
- Credit Clerk
- Telephone Collector
- Debt Collector

Please check for updates to verify current trends in the workforce by visiting links at [www.online2workforce.com/resources](http://www.online2workforce.com/resources).

## LEARN MORE

Elizabethtown Community and Technical College  
600 College Street Rd., Elizabethtown, KY 42701

**Our Student Success Coaches are eager to work with you to establish a strong career path. Visit our website at [www.online2workforce.com](http://www.online2workforce.com) for more information.**

This project has been funded in part by a grant from the United States Dept. of Labor.

# EXPERIENCE.



## POTENTIAL SALARY RANGES:

\$18,100-\$45,000

\$20,900-\$49,400

\$25,300-\$51,800

\$45,500-\$164,700

Kentucky Job Salary Information taken from [careeronestop.org](http://careeronestop.org)

# EDUCATE.

## CERTIFICATES

FINANCIAL PERSPECTIVES | LEADERSHIP

## ADDITIONAL CERTIFICATES

ADVANCED BUSINESS ADMINISTRATION | SALES

**Credentials Offered at ECTC**

## DIPLOMA

ORGANIZATIONAL LEADERSHIP

## DEGREE

BUSINESS ADMINISTRATION: MANAGEMENT TRACK

See your Student Success Coach for advice on best options for you.



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