

At LCS™ Financial Services Corporation, our vision is to revolutionize recoveries. Our mission; to see the challenges of today as an opportunity to lead, innovate and create meaningful solutions that result in recovery success and profitability for our clients. We go beyond expectations - and raise the bar - to set new recovery standards for the industry.

We believe that our core values, **Adaptability, Humility, Integrity, Deliberation, and Innovation** are the ingredients to true leadership and are the key drivers of success.

**Collection Agents II and III**

POSITION SCOPE:

LCS Financial Services is growing and needs collection agents with at least 2 years of experience in third party mortgage, auto, student loan, medical and/or commercial collections.

JOB REQUIREMENTS:

As a member of the collection staff, you will be responsible for achieving recovery goals by making outbound and handling inbound collection calls. You will be responsible for meeting production goals such as number of calls, right party contacts, conversion rates and percentage collected verses unpaid principal balance. You will negotiate payment arrangements and settlement agreements based upon a financial analysis of the borrower’s ability to satisfy their indebtedness. You will use skip tracing tools to locate borrowers. Additional responsibilities include managing your work queue and documenting accounts. You will follow the company’s policies and procedures including strict adherence to all compliance requirements. You will comply with all federal, state and local laws and regulations including, but not limited to, FDCPA, TCPA, FCRA, GLBA, and HIPPA. You will receive a monthly performance scorecard based upon meeting recovery and compliance goals.

QUALIFICATIONS:

Looking for self-starters and results driven individuals who want to control their own success and work hard to achieve it.

Selected candidates with collections experience will start as a Collector II or III (depending upon experience) and will possess strong communication, customer service, organizational, multi-tasking and time management skills. Additionally, in the interview process, the candidate must demonstrate knowledge and a strong understanding of federal, state and local collection laws and regulations. Collector II/III’s will possess strong skip tracing skills with a proven ability to locate delinquent borrowers and assets.

All selected candidates must exhibit flexibility and be open to change and work well in a high-volume, fast-paced and sometimes stressful environment.

PREFERENCES:

High school diploma or equivalent required; undergraduate degree preferred; advanced degrees welcomed

Call center experience required

2-3 years of collections experience required for level II

Fluent in English required; bilingual in Spanish preferred, but not required

Strong attention to detail and goal-oriented

Ability to prioritize work and focus on consistently on task at hand

Excellent written and verbal communication skills

WHAT YOU NEED TO KNOW:

LCS Financial Services Corporation is an Equal Employment Opportunity employer. We offer a comprehensive benefits package that includes medical, dental and vision coverage as well as life insurance and disability after 30-days of employment. We also have a generous time off policy that includes vacation, sick and personal time.

As a prerequisite of employment, all employees must successfully pass a comprehensive background and drug screening requirements.