Collections Agent

Position: Collections Agent - German speaking
Location: Dublin, Ireland
Contract: Full-time role

Overall purpose of job

As a Collections Agent, you will be given the opportunity to manage the invoice payment process for business customers.

In this role, you will develop and maintain a positive relationship with the client’s customers to ensure that cash collection activities are met. Full training will be provided to the successful candidate.

Main Responsibilities/Accountabilities

- Contact customers by phone and other tools to ensure timely payment of all invoices, being proactive to ensure an overdue situation does not occur.
- Develop and maintain professional relationship with internal and external clients.
- Promptly provide customer payment remittances to Accenture’s cash applications team.
- Produce monthly statements in line with client processes and procedures.
- Meet weekly/monthly collections targets and all SLA’s.
- Escalate to management dispute information to a high degree of quality as required in accordance with escalation policy.
- Produce monthly statements to send to customers in line with clients processes.
- Record all collections activities in a consistent manner as per client process.
- Ensure that the collections processes followed are in adherence with the correct procedures.

Personal Specification

Required Skills/Competencies/Experience

- Strong interpersonal skills
- Oral and written communication skills.
- Ability to work on own initiative as well as in a team environment.
- Good organisational & time management skills
- Ability to establish and maintain key relationships.
- Fluency in English

Desirable but not essential:

- A Third level qualification
- 6 months + collections or accounts payable/customer care/sales experience.
- Competency in Microsoft Office - particularly in Excel
- An aptitude for negotiation, reporting, and problem solving.

Interested?

Then we would be eager to get to know you. Apply directly through www.accenture.com/adventure.

For questions please contact: Europe.Talentadvisor@accenture.com.