**Division:** CarBucks **Department:** Audit Collections

**Job Title:** Audit/Collection Specialist **Reports to:** Manager Audit/Collections

**Position Type:** Hourly **FLSA Status:** Non Exempt

## primary function:

Accountable for limiting company financial exposure. Effectively and efficiently drive dealer collection activities, including identifying problematic accounts, resolving past-dues, and growing the collection of receivables by mitigating account delinquencies in a timely manner or recommending collection actions. Responsible for the assignment of field audits and the investigation of unaccounted inventory, in accordance with compliance and risk guidelines. Responsible for consistent application of credit policy and the assessment of the creditworthiness, with the goal of optimizing the mix of company sales revenue and potential losses.

Bilingual Spanish/English skills preferred but not a requirement

## General Duties:

* Perform unit verification actions, in accordance with strict company guidelines.
  + Retrieve photographic unit verification with mileage on collateral that is unverified. Where necessary use real time facetime application to view units that have returned to dealer’s location to resolve unit.
  + Receive phone calls from Quiktrak inspectors and advise with questions or concerns on coding for verification of collateral.
  + Coordinate third-party verifications and advise dealer on appropriate actions. Coordinate audit scheduling. Monitor the complete and accurate collection of required documents and information.
  + Analyze audit results with overall account performance to approve audit.
* Coordinate audit schedules with QuikTrak. Coordinate scheduling according to company guidelines and timeframes.
  + Review and modify weekly audit schedule.
  + Correct any miscoded or scheduling errors.
  + Cancel scheduled audits that are no longer necessary due to number/value of units.
  + Maintain up-to-date files with proper coding to reflect new customers, division codes, inactive accounts.
  + Ensure proper rotation between QuikTrak and CarBucks.
  + Ensure audits are completed in timely manner. Reschedule where necessary by working with CarBucks Account Manager on audits past due.
  + Review new contract information to assess potential key points to reduce risk and document where necessary.
* Create and maintain appropriate records. Record information about financial status of customers, account changes, and status of collection efforts, and communicate information to internal teams. Apply proper computer codes to facilitate tracking and reporting.
* Maintains good customer relations while actively drive dealer collection activities and satisfy deficient balances.
* Prepare and analyze receivable reports to identify problem accounts. Implement a collection plan.
* Manage collection efforts for past-due accounts, returned dealer drafts, and other non-payment issues while adhering to company policies and procedures.
* Facilitate collaboration with internal Sales Teams when seeking a resolution to audit/collection issues. Adhere to policies while promoting the best business outcome for the organization. Provide financial feedback concerning the customer’s pecuniary state and recommend collection actions, such as account holds, extensions, change of terms, or collection placement.
* Accurately document all account activities and pertinent information to include verifications and changes.
* Source and record account information to aid collection efforts, such as current contact information. Evaluate the credit worthiness of dealer accounts by assessing changes in their credit risk and viability.
* Confer with dealers by telephone to determine reasons for overdue loans, solicit payments, and to review the terms of credit contracts. Demonstrates good customer service skills when making outbound calls. Negotiates account resolution. Advise customers of necessary actions and strategies for repayment. Create and work with other floorplans on moving inventory off floorplan for payoff. Maintain good professional working relationship with other floorplans to ensure payoffs and accuracy of amounts are correct.
* Source information and quickly synthesize data to determine a corrective action that complies with company guidelines and standards, such as repossession, coding as sold, or calling for third-party verification.
* Create analysis to determine the correct measures to take to cure the account. Notify the correct personnel of the recommended actions, such as account hold, allowing dealer to remain active, repossession, or write-off. Makes recommendations of accounts needing additional attention from management.
* Escalate large collection issues appropriately and in a timely manner to management, such as placing extended holds and recurring dealer issues.
* Exhibit follow-up detail, determination, and perseverance when contacting a dealer multiple times in regards to an overdue payment.
* Maintain communication with the Sales Team concerning collection/repossession efforts. Coordinate transport of repossessed units if management makes decision to secure collateral at auction.
* Present excellent customer grievance management skills. Communicate clearly, concisely and in a non-confrontational manner. Exhibit professionalism and respect to dealers when negotiating a resolution of past due invoices or when discussing collection activity or an account hold.
* Maintain quality control/satisfaction standards. Actively seek improvements to customer service.
* Strive to continuously improve quality of work. Assist office with incoming phone calls daily to service customers accounts accordingly.
* Maintain integrity of the customer credit information by adhering to privacy policies and regulations.
* Source and distribute information about potential industry trends and their potential impact on receivables and desired business outcomes.
* Work well with all members of the team. Acts as a mentor to new associates. Translate information between team members.
* Other duties as assigned by management

## work experience requirements

* Minimum of 1 years proven financial, accounting, or collection services
* Customer Service experience
* Bilingual Spanish/English skills preferred but not a requirement
* Good analytical and mathematical abilities.
* Working knowledge of Microsoft applications, such as Excel
* General knowledge of automotive components preferred
* Experience working independently or with limited supervision
* Demonstrated interpersonal and communication skills, with the ability to interact professionally with various clients and internal and external contacts
* Demonstrated customer grievance management skills
* Knowledge of current credit laws and regulations
* Effective organizational skills, time management skills, and extreme attention to detail and accuracy.
* Ability to comprehend and adhere to operational controls, including compliance to all required policies and all Federal and State banking regulations, including compliance to the Bank Secrecy Act/Anti Money Laundering (BSA/AML) and Office of Foreign Asset Control (OFAC) and USA PATRIOT Act programs.

## education requirements

* High School Diploma or equivalent required.

## Physical requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Primarily involves work of a general office nature; typically includes extended periods of sitting and/or operation of standard office equipment.
* The person in this position frequently communicates by phone, email, or in-person. Must be able to exchange accurate information in these situations, speak clearly, and read and understand information and ideas presented orally and in writing.
* Frequent use of repetitive hand and finger dexterity needed to operate a computer keyboard, mouse, copier, and office equipment.
* Must occasionally exert in excess of 20 pounds of force to lift and/or move objects.