



Homeowner Account Specialist

Description

Summary

The Homeowner Account Specialist is responsible for assisting the Collections Manager to ensure that all necessary payments are received on past due accounts. The Homeowner Account Specialist reports directly to the VP of Internal Operations, Community Managers, and all other executive staff. This position includes, but is not limited to, monitoring and identifying past due accounts, contacting homeowners, and attempting to collect their past due amounts and/or negotiating acceptable payment terms to bring their accounts current while maintaining adherence to The Fair Debt Collection Practices Act.

Duties

- Investigate delinquent accounts
- Monitor the collection amounts due to HOAs
- Work with customers in all phases of collection activities
- Write letters for use in collection attempts
- Create and record liens
- Create, enter, and update payment arrangements and follow up with customers as necessary

Requirements

- Minimum 1 year customer service
- Associates Degree or equivalent work experience
- Problem solving skills are a must
- Excellent listening and restating skills
- Strong oral and written communication skills
- Attention to detail and follow through
- Intermediate computer experience (Microsoft Office and Windows platform)
- Customer Focused
- Pleasant demeanor
- Good sense of humor