



Job Title: Collections Analyst
Department: Operations
Reports To: Director, Customer Care

COMPANY OVERVIEW

Leave the shirt & tie routine at home and come work for a progressive energy services company offering natural gas and electricity services across the country. The energy industry is booming and XOOM is growing right along with it. The fact is, when you join XOOM Energy, the opportunities for professional and personal development have very few boundaries. We're looking for individuals that are **ready** for a challenge, **willing** to jump in and be a team player and **able** to make a difference.

JOB DESCRIPTION

The Collections Analyst is responsible for contacting customers who are delinquent on their XOOM Energy supply charges.

ESSENTIAL FUNCTIONS

- Inbound and Outbound calls to severely delinquent customers to remedy delinquency
- Record information about financial status of customers & status of collection efforts
- Advise customer of actions and strategies for repayment.
- Adhere to Fair Debt Collection Practices Act
- Effectively persuade customers to pay total past due
- Establish and monitor payment arrangements
- Properly update and maintain customer's contact information
- Properly update systems of records
- Ability to read, understand companies Terms and Conditions and communicate this information to customers
- Other job duties as needed

KNOWLEDGE, SKILL SET & QUALIFICATIONS REQUIRED

- 2-3 years of late stage; non-collateral collection experience
- Bachelor Degree a plus
- Knowledge of Fair Debt Collection Practices Act & Collection Processes
- Excellent written and verbal communication skills
- Intermediate knowledge of Microsoft Excel & Word
- Strong attention to detail, goal oriented
- Problem analysis and problem solving skills
- Committed to excellent customer service
- Ability to overcome objections; offer win-win resolutions
- Time management skills; needs little directions, self-motivated Bi-lingual a plus

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Equal opportunity employer

Please send your resume to [**xoomcareers@xoomenergy.com**](mailto:xoomcareers@xoomenergy.com)

XOOM Energy is an Equal Opportunity Employer.

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