



## Customer Services Collector

### Competitive Salary – Dependent on Experience

Arkle Finance is a provider of asset finance to SMEs and specialist finance to consumers and they are looking to recruit two Customer Services Collectors to join their existing team. The purpose of the role is to investigate and resolve any payment queries or issues, collect any outstanding rentals arrears and to assist in the effective administration of all direct debits and other banking transactions as required. These roles are based at our Wellingborough office.

#### **Key Responsibilities:**

- Contact customers whose agreements are in arrears primarily by telephone on a daily basis.
- Resolve any queries.
- Answer the telephone within 3 rings, respond to emails within 24 hours and comply with Weatherbys standards.
- Ensure the effective processing/scanning of all banking transactions including reconciliation.
- Active involvement with the End of Lease processes (EOL).
- Send out relevant letters including (not limited to) arrears, default, termination, EOL letters.
- Carry out searches using various reference agencies and update as required.
- Process direct debit instruction and payment files.
- Produce VAT statements and copy documents for individual customers as and when required.
- Open a line of communication with new customers in customer support calls.
- Maintain working relationships with brokers.
- Update the procedures manual as and when required.
- Liaise with external agents and brokers sending relevant files to keep updated.
- Updating and managing databases.

The ideal candidate will be highly numerate with strong accounts/credit control knowledge, this is essential for this role. You will possess excellent communication skills/telephone manner. The ability to work well under pressure, together with solid negotiation skills is desirable. You should be able to work to deadlines with accuracy and precision, be a good team player and also able to work as an individual unsupervised. Finally you will be able to prioritise tasks and have good time management skills. PC Literacy and knowledge of the Microsoft suite is a prerequisite for this role.

To apply please forward a covering letter with CV to [BANKHR@weatherbys.co.uk](mailto:BANKHR@weatherbys.co.uk)

**Arkle Finance upholds the principles of equality and diversity and actively promotes opportunity for all employees, both current and prospective.**