



## **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 pass information to relevant departments for further action. These roles are based at our Wellingborough office.

#### **Key Responsibilities:**

- Contact Customers whose Agreements are in arrears primarily by telephone on a daily basis
- Collection diary management
- Resolve any queries
- Active involvement with the End of Lease processes (EOL).
- Generate relevant letters including (not limited to) arrears, default, termination, EOL letters.
- Carry out searches using various reference agencies and update as required.
- Responsible for effectively and timely processing of rejected payments, including but not limited to rescheduling direct debit payments
- Produce and copy documents for individual customers as/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.
- Cover/assist Arkle team members as and when required.

The ideal candidate will be highly numerate with strong 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.**