

**Job Title:** Recovery Apprentice

**Primary Responsibilities:**

1. **Receivable Monitoring:**
  - Proactively track and monitor outstanding receivables on a daily basis, ensuring timely payments.
  - Identify and prioritize accounts with overdue payments.
2. **Default Follow-up:**
  - Initiate contact with delinquent customers to understand the reasons for non-payment.
  - Employ effective communication strategies to encourage timely payment.
  - Document all interactions and follow-up activities.
3. **Collections:**
  - Actively pursue collections from delinquent customers through phone calls, emails, and other appropriate channels.
  - Negotiate payment plans or settlements as needed.
  - Ensure accurate recording of all payments and adjustments.
4. **Electronic Funds Transfer (EFT) Management:**
  - Update electronic funds transfer (EFT) information for customers using cash, post-dated checks (PDCs), or electronic clearing systems (ECS).
  - Coordinate with relevant departments to ensure timely processing of EFT transactions.
5. **Direct Automatic Credit (DAC) Management:**
  - Follow up with employers to collect DAC receivables and update records accordingly.
  - Identify and address any gaps in DAC payments.
6. **General Recovery Tasks:**
  - Assist with other recovery-related duties as assigned, including data entry, reporting, and research.
  - Contribute to process improvement initiatives.

**Key Skills and Qualifications:**

- Strong communication and interpersonal skills
- Excellent organizational and time management abilities
- Problem-solving and negotiation skills
- Proficiency in Microsoft Office Suite (Excel, Word, Outlook)
- Basic understanding of accounting principles
- Ability to work independently and as part of a team