

**DATE POSTED:** March 12, 2019  
**CLOSING DATE:** March 15, 2019 – 5:00 P.M.

**EXPLORE  
YOUR  
WORLD**



## **Job Announcement**

The following full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an Employment Application form to the Human Resource Office no later than the posted closing date above.

**JOB TITLE:** CREDIT, COLLECTION AND ACTIVATION SUPPORT OFFICER  
**DEPARTMENT:** CREDIT, COLLECTION AND ACTIVATION  
**LOCATION:** GUAM  
**SALARY LEVEL:** 4  
**STARTING SALARY:** \$38,272.00 (negotiable based on experience)  
**FLSA STATUS:** EXEMPT  
**JOB POSTING #:** #6803/#G-26-2019-03

### **Job Summary:**

Under the direction of the Credit, Collection and Activation Support Manager, the Credit, Collection and Activation Support Officer, will oversee day to day functions and staffs within the department; in charge of the functional duties of reviewing, analyzing and verifying financial information and credit history to determine credit risk and recommend changes to policies and procedures governing credit risk, collection and viability of potential, existing and returning customers; reconciles customer declarations and billing statistics and communes with all concerned departments; conducts post reviews on accounts to address possible complaints of the customers and handles all types of payments received; negotiates payment plans where needed and regularly up-date system following every customer contact along with maintaining accurate and timely records.

## **Essential Duties and Responsibilities:**

The Employee will:

- Know and uphold established IT&E Mission, policies and procedures, Department and Division objectives, quality assurance and safety programs and standards.
- Manage and coordinate the work flow of collection staff and supervises function of each assigned area by developing on-going training modules and ensuring that collection staff is operating in accordance to policies and procedures of the department as well as within the organization.

### **Credit**

- Implement written policies, procedures, evaluation standards and guidelines governing credit risk, limit and viability of potential, existing and returning customers.
- Assist with the development of policies and programs that encourage employees to report suspected fraud and other improprieties without fear of retaliation.
- Manages and coordinates the above functions within pertinent departments.

### **Activation Support**

- Conduct post credit evaluation and verification of submitted documents from customers.
- Conduct post review of newly activated lines.
- Audits the transactions of Customer Service Representatives per day, per location.
- Review and recommend accounts that can avail of retention or additional plans.
- Perform account analysis, transfer of balances or deposit for monthly mass refund process to ensure no other balance before a refund check is issued.
- Prepare and process mail notification for those delinquent customers and suspended accounts.

### **Collection**

- Handle and receive payments from collection agencies, through mail and enter payments in the system.
- Prepare collection report for all payments posted for accounting purposes.

### **Cash Management**

- Assist Accounting in preparing Settlement Report.
- Run and prepare PORT Report (PORT IN/OUT) both for Executive Meeting and Customer Operations meeting; and/or as needed by the managers.
- Handle, receive and post payments and returned items.
- Prepare petty cash reimbursement (if needed) for replenishment.
- Maintain and distribute supply of prepaid cards and econo cards for CS and Corporate Sales.
- Prepare and arrange daily sales payments and collections.
- Respond to, investigate and resolve payment inquiries and disputes
- Perform and assist the supervisor in doing transaction audit to keep track of shortages / overages
- Maintain manual receipts.
- Perform other related duties and responsibilities.

**Minimum Qualification Requirements:**

Education: Bachelor's degree in business or related degree, with knowledge in basic Microsoft applications, e.g. Outlook, Word, PowerPoint, Access and Excel

Work Experience: Preferable with two years of experience in a highly automated telecommunication environment.

**Licensure/Certification/Professional Association:**

None Required

**Special Knowledge, Skills and Abilities:**

1. Knowledge of:
  - a. Administrative and clerical procedures and systems such as computer operations, managing files and records, designing forms and other office procedures and terminology
  - b. Basic tenets of good telephone etiquette
  - c. Customer service and problem resolution techniques in a highly computerized environment.
  - d. Principles and concepts of team work, work-related goal setting and resource management
2. Skills in:
  - a. Written and Verbal Communication – to draft letters and speak clearly to clients about their payment options, employing persuasion and other tactics in order to collect debts on overdue accounts.
  - b. Attention to detail – detail-oriented professionals who take accurate and informative notes for client records and follow proper company procedures for debt collection
  - c. Computer – work with multiple types of software program and automated billing system which requires good computer skills
  - d. Mathematics – work with debts and finance, basic math skills are required
3. Ability to:
  - a. Perform in a self-directed, hard-working, creative and forward thinking manner, demonstrating alertness, attention to detail and logical thought process
  - b. Provide a high level of customer service
  - c. Adapt to constantly evolving software and advancements in Technology to meet with unparalleled service levels and up time.

**As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.**

**IT&E is a Drug Free Workplace**