

**JOB TITLE:** Bilingual Collector  
**DURATION:** 6 months contract (possibility of permanent)  
**DEPARTMENT:** Credit Department  
**LOCATION:** KDCA HQ Mississauga, ON  
**REPORTS TO:** National Credit Manager  
**REVISED DATE:** Oct 01, 2018

### **SUMMARY OF RESPONSIBILITIES:**

Reports to National Credit Manager with responsibility of Collections for all direct operations.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

- Collecting outstanding accounts in a timely, professional manner.
- Communicating with all customers across Canada for Kyocera group of companies with the objective of collecting the outstanding amounts.
- Providing a high level of customer service, assisting in solving problem accounts and customer complaints.
- Consistently follow up with customers and ensure the satisfaction by resolving the outstanding issues.
- Record collection activities, escalate to management delinquent customer not paying within company terms and policies
- Reconcile assigned portfolio accounts and work closely with internal contacts with unprocessed claims including returns and other outstanding receivable balances
- Monitoring Aging and following up with Billing to ensure high-exposure accounts are collected on a timely basis
- Send statements to customers using mail, email and fax
- Assist to process customer credit card payments
- Prepare third party packages for referral and bad debt write-offs
- Prepare ad hoc reports

### **QUALIFICATIONS:**

- Fluency in both French and English language is required
- College diploma in business or related field
- Minimum 2-5 years of previous experience as a Collector in a professional environment
- Ability to build strong relationships with internal and external clients

- Ability to set schedules and meet deadlines
- Strong analytical, time management and multi-tasking skills
- Good computer and technical skills (Excel and Word)

### **CONTACTS:**

With customers, Finance staff, intercompany employees and Senior Management.

### **MISCELLANEOUS:**

Any other duties or responsibilities that might be assigned by the company

### **NOTE:**

This is a general description of the duties and responsibilities most frequently required of this position. The company may from time to time request that the incumbent perform other related tasks and assume reasonable responsibilities that have not been specifically included in this description.

### **HOW TO APPLY:**

Please email your resume and cover letter to [KDCACareers@dca.kyocera.com](mailto:KDCACareers@dca.kyocera.com).

We thank all candidates for their interest. However, please note that only those most qualified will be contacted.