

DATE POSTED: July 10, 2019
CLOSING DATE: July 16, 2019 – 5:00 P.M.



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 ACTIVATIONS SUPPORT ANALYST
DEPARTMENT: CREDIT, COLLECTION AND ACTIVATIONS
LOCATION: GUAM
SALARY LEVEL: 4
STARTING SALARY: \$28,891.00 (negotiable based on experience)
FLSA STATUS: EXEMPT
JOB POSTING #: #7384/#G-59-2019-07

Job Summary:

Under the direction of the Credit, Collection and Activation Support Manager, the Credit, Collection and Activation Support Analyst is in charge of implementing policies and guidelines governing credit risk, collection and viability of potential, existing and returning customers. The Analyst 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.

Essential Duties and Responsibilities:

The Employee will:

1. Know and uphold established IT&E Mission, policies and procedures, Department and Division objectives, quality assurance and safety programs and standards.

Credit

2. Implement written policies, procedures, evaluation standards and guidelines governing credit risk, limit and viability of potential, existing and returning customers.
3. Assist with the development of policies and programs that encourage employees to report suspected fraud and other improprieties without fear of retaliation.

Activation Support

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

Collection

10. Handle and receive payments from collection agencies, through mail and enter payments in the system.
11. Prepare collection report for all payments posted for accounting purposes.
12. Handle collection call out, letters, SMS for commercial and residential customers.

Cash Management

13. Assist Accounting in preparing Settlement Report.
14. Run and prepare PORT Report (PORT IN/OUT) both for Executive Meeting and Customer Operations meeting; and/or as needed by the managers.
15. Handle, receive and post payments and returned items.
16. Prepare petty cash reimbursement (if needed) for replenishment.
17. Maintain and distribute supply of prepaid cards and econo cards for CS and Corporate Sales.
18. Prepare and arrange daily sales payments and collections.
19. Respond to, investigate and resolve payment inquiries and disputes
20. Perform and assist the supervisor in doing transaction audit to keep track of shortages / overages
21. Maintain manual receipts.
22. 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: Two years of credit / collections field experience in a customer service 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
 - d. Principles and concepts of team work, work-related goal setting and resource management
2. Skills in:
 - a. Handling customer queries and problems in a non-confrontational manner that leads to customer satisfaction and problem resolution
 - b. Using standard office furniture and equipment, which may include using cash register
 - c. Using personal computer hardware and Microsoft software programs including MS Excel, Access, MS Outlook and Word
3. Ability to:
 - a. Learn and be capable of explaining the Company's bills
 - b. Communicate naturally and pleasantly in fluent English in a polite, clear, concise and accurate manner
 - c. Perform in a self-directed, hard-working, creative and forward thinking manner, demonstrating alertness, attention to detail and a logical thought process
 - d. Provide a high level of customer service.

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