

ACCOUNT MANAGEMENT SPECIALIST II – COLLECTION AND RECOVERY

Job Summary

Leads first-level recovery strategies; reviews cases for RAMU endorsement; coaches' junior collectors; reports collection efficiency and risk signals.

Specific Duties and Responsibilities

1. Send payment reminders and collection letters; follow-up cadence
2. Monitor PDCs/ADAs and client payments; update systems
3. Prepare SOA requests; process deferment/lodging memos per policy
4. Coordinate insurance billing with ASG/AAU per optimization; prepare collection reports
5. Escalate unresolved accounts to RAMU with complete documentation

Qualification Standards

- a. Bachelor's degree
- b. Experience/training per level (AA: ≥6 months; Analyst: ≥1 year; S-I: ≥2 years; S-II: ≥4 years)

Competencies

- a. Negotiation and empathy
- b. Records accuracy
- c. Policy compliance

Working Relations

Internal:

- a. AMG Unit Heads/Team Leaders
- b. ASG/AAU for insurance billing per optimization plan
- c. RAMU for 2nd-level recovery

External:

- a. Clients; co-creditors; RAMU liaison

ACCOUNT MANAGEMENT SPECIALIST I – COLLECTION AND RECOVERY

Job Summary

Executes negotiated payment arrangements within policy; prepares recovery plans; coordinates with OGC/RAMU for escalations; monitors compliance.

Specific Duties and Responsibilities

1. Send payment reminders and collection letters; follow-up cadence
2. Monitor PDCs/ADAs and client payments; update systems
3. Prepare SOA requests; process deferment/lodging memos per policy
4. Coordinate insurance billing with ASG/AAU per optimization; prepare collection reports
5. Escalate unresolved accounts to RAMU with complete documentation

Qualification Standards

- a. Bachelor's degree
- b. Experience/training per level (AA: ≥6 months; Analyst: ≥1 year; S-I: ≥2 years; S-II: ≥4 years)

Competencies

- a. Negotiation and empathy
- b. Records accuracy
- c. Policy compliance

Working Relations

Internal:

- a. AMG Unit Heads/Team Leaders
- b. ASG/AAU for insurance billing per optimization plan
- c. RAMU for 2nd-level recovery

External:

- b. Clients; co-creditors; RAMU liaison