

Bill and Account Collectors

SOC: 43-3011 • Career Profile Report

■ Key Facts

\$46,040 Median Salary	17,500 Employment	-10.0% Growth Rate
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■ Requirements & Salary Range

Education: High school diploma

■ Automation Risk Assessment

Medium Risk - 50.0% probability of being automated in the next 10-20 years.
This job has some routine elements but still requires human judgment and interaction.

■ Work-Life Balance

8.6/10 - Excellent work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.8/10	Investigative	5.4/10
Artistic	4.0/10	Social	6.2/10
Enterprising	5.4/10	Conventional	9.2/10

■ Top Skills Required

Communication skills, Customer-service skills, Detail oriented, Listening skills, Negotiating skills

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Bill and Account Collectors typically perform the following tasks:

- Record information about financial status of customers and status of collection efforts.
- Locate and notify customers of delinquent accounts by mail, telephone, or personal visits to solicit payment.
- Locate and monitor overdue accounts, using computers and a variety of automated systems.
- Arrange for debt repayment or establish repayment schedules, based on customers' financial situations.
- Advise customers of necessary actions and strategies for debt repayment.
- Answer customer questions regarding problems with their accounts.
- Persuade customers to pay amounts due on credit accounts, damage claims, or nonpayable checks, or to return merchandise.
- Confer with customers by telephone or in person to determine reasons for overdue payments and to review the terms of sales, service, or credit contracts.
- Receive payments and post amounts paid to customer accounts.
- Trace delinquent customers to new addresses by inquiring at post offices, telephone companies, credit bureaus, or through the questioning of neighbors.
- Notify credit departments, order merchandise repossession or service disconnection, and turn over account records to attorneys when customers fail to respond to collection attempts.
- Sort and file correspondence and perform miscellaneous clerical duties, such as answering correspondence and writing reports.
- Perform various administrative functions for assigned accounts, such as recording address changes and purging the records of deceased customers.
- Contact insurance companies to check on status of claims payments and write appeal letters for denial on claims.
- Negotiate credit extensions when necessary.

*Generated by StartRight • Data from U.S. Bureau of Labor Statistics & O*NET*

Source: <https://www.bls.gov/ooh/office-and-administrative-support/bill-and-account-collectors.htm>