



Lovell

Safety Management Co., LLC

22 Cortlandt Street New York, NY 10007 Phone: 212-709-8600 Fax: 212-269-6054

ABOUT THE JOB

We are looking for a competent Business to Business Accounts Receivable / Collection Specialist in our NY office to contact clients and collect outstanding payments. You will strike a balance between maintaining trustful relationships and ensuring timely payments. The Collection Specialist should exhibit professionalism and trustworthiness. You should have excellent communication and negotiation skills, as well as an ability to work independently.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receives monthly past due list and make contact with assureds on the list for the purpose of avoiding cancellation of policies on designated date. **TIME SENSITIVE FUNCTION!** Calls made and monies collected should be prior to cancellation date!
- Identify collection issues and disputes and work towards resolution.
- Receive incoming calls from Lovell assureds who have questions regarding monthly statements and balances due from the New York State Insurance Fund (The Fund) and Lovell Safety Management. Attempts to assist the assured with Audit/Re-bill questions and where need be, works with Underwriting Department to resolve problems.
- Contact delinquent accounts via email and phone for payments.
- Review monthly Lovell Safety Management aging for past due accounts.
- Establishes and maintains a diary system in Abacus in order to track contact with assured. Sets appropriate diary reminders to ensure appropriate actions were taken by assured. This function requires a daily review of items scheduled for action.
- Initiates the cancellation notifications for those assureds who fail to send necessary money to The Fund.
- Work closely with and within the accounting department and underwriting department.
- Other ad hoc duties as required.

QUALIFICATIONS:

Education, Certification

- Bachelor's Degree (BA/BS) preferred.

Experience Required

Minimum 1 years' experience with Business to Business collections.

Requirements:

- Previous proven experience in a similar Collector's role is required.
- Knowledge of business operations and administration.
- Data entry skills and a knack for numbers.
- Strong Math Skills.
- Computer literate and confident using Microsoft Office Suite. Good computer skills.
- High degree of accuracy and attention to details.
- Strong interpersonal and communication (both verbal and written) skills.
- Demonstrated problem solving and analytical skills.
- Strong interpersonal skills with the ability to work in teams and individually.



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- Strong organizational skills with the ability to work within tight timeframes and meet strict deadlines.
- Must be able to multitask.
- Must have ability to use adding machine.
- Must be able to provide excellent customer service.
- Ability to maintain the confidentiality of highly important and sensitive information.

The statements herein are intended to describe the general nature and level of work performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the sole discretion of Lovell Safety Management. All employment with Lovell Safety Management is of an at-will nature. Lovell Safety Group is an equal opportunity employer and complies with applicable worker and workplace employment laws and regulations.

About Lovell

Since 1936, Lovell Safety Management has been the leader in the NYS workers' compensation safety group insurance market. Known for our excellence in service, our staff makes the complex easy for our broker partners and customers. Lovell's teams of underwriters, safety, and claims professionals give businesses access to the expertise they need to control their NYS workers' compensation costs. Lovell professionals manage claim outcomes and reduce the potential for future injuries, resulting in premium savings.

At Lovell, we offer a comprehensive and competitive benefits package in addition to compensation. The annual salary range for this role is \$50,000 to \$65,000 in addition to bonus potential, a 401(k) match, health benefits, paid time off and more. The final salary will be determined based on a variety of factors, including the individual's experience and qualifications.