



**JCB Finance Ltd is a specialist asset finance company with portfolio balances exceeding £1 billion**

**Collections Representative (field-based):** an excellent opportunity for a candidate with proven customer service and collections skills within the asset finance sector. Competitive salary, bonus, pension, company car, plus other benefits.

### **Honest, Enthusiastic & Hardworking**

We are seeking an experienced Collections Representative, who will be home-based; situated around the M4 corridor, Slough, Basingstoke, or Reading; covering from south Birmingham to the south, southwest and east coasts of England.

### **Job Role**

- Administration – checking daily payment records and overdue accounts, re-presented direct debits, assigned agreements, following up payment actions, taking payments by World Pay.
- Liaising with customers in writing, by phone and on-site, in person.
- Liaising with various agents eg; liquidators, administrators, solicitors, third party collections agents, and auctioneers.
- Vehicle/machinery inspections and audits – remote and on-site.
- Working as part of a team with office-based recoveries and asset management, and field-based sales teams.
- Arranging haulage transportation and safe, timely removal of assets.
- Occasional overnight stays and off-territory working if required (minimal).

### **Person Specification**

- Compassionate, empathetic
- Attention to detail and diligent
- Tenacious, resilient
- Practical, problem-solver, good negotiator
- Good time management, self-managing
- Safety awareness for self and others
- Customer service and relationship skills
- Awareness of relevant regulation, law and company policy (training provided).
- Numerate, literate, articulate
- Personable – able to represent the company at all levels

### **Experience and qualifications**

- Knowledge of FCA Regulation, Anti-Money Laundering, Data Protection, Treating Customers Fairly (training will be provided).
- Full driving license.
- Asset finance experience ideally with plant and equipment (training provided).
- Computer literate – Microsoft Office & digital technology.
- GCSE English and Maths (C/5). Industry-related qualifications desirable (CICM, etc)
- Eligible to work in the UK.

### **Pay & Reward**

- Competitive basic salary
- Discretionary bonus - up to 15% of basic salary
- Annual Disturbance Allowance
- 37.50 hour per week, 5 days – Mondays to Fridays 8.30 am to 4.45 pm (must be flexible due to nature of the role)
- 25 days holiday, plus Bank Holidays, up to 5 service days after eligibility
- Company Car
- Pension scheme (employer contribution 15%)
- iPhone and iPad
- Private healthcare scheme
- Employee loan schemes
- Life assurance, company sick pay, etc.

To apply please visit [www.jcb-finance.co.uk/careers](http://www.jcb-finance.co.uk/careers) to download our application form and/or your CV - please use our secure on-line portal.

Employment is subject to satisfactory pre-employment checks including references, Credit Reference Agency, and Basic Disclosure check (DBS) and qualifications. JCB Finance Ltd is authorised and regulated by the Financial Conduct Authority (Firm reference number: 708332)