

Collectors

Description

Collectors collect payments on overdue accounts and bad cheques and locate debtors to make collection arrangements. They are employed by collection agencies, utility companies, department stores, loan companies, banks and credit unions, and by financial and licensing departments within governments.

Duties:

- Notify debtors of overdue payments and accounts by telephone, mail, and registered mail, and continue the notification process if reply is not received
- Resolve collection issues by making payment arrangements by telephone or visit to debtor
- Recommend further action or discontinuation of service in cases where payment is not forthcoming
- Trace and locate debtors, and may contact debtors' friends, neighbours, relatives and employers to obtain information
- Answer correspondence, prepare reports and maintain records and files related to collection work
- May work with on-line accounts and systems.

Other titles:

- locator – collection
- collector
- skip tracer – collection
- credit and collection clerk
- collections investigation officer
- collection clerk
- bill collector
- collection officer (except taxation)

(Government of Canada National Occupation Classification)

Skills



Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Completion of secondary school is required
- Most college/university programs in Ontario require an OSSD or Mature Student Status

Post-secondary diploma/degree

- A college diploma in a business program may be required

Certification

- A collections license issued by the Government of Ontario is usually required

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as collectors are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR)	Average Wages and Salaries (POR)	Median Wages and Salaries (POW)	Average Wages and Salaries (POW)
\$41,729	\$38,834	\$45,962	\$44,299

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
5614 Business support services	25	220
9120 Provincial and territorial public administration	75	85

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)

Additional Resources

- Collection License application:
<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RD&TAB=PROFILE&SRCH=&ENV=WWE&TIT=06019E&NO=007-06019E>