



## About Lateam Partners

Lateam Partners is a premier recruitment agency specializing in hiring top **English-speaking** talent in **Latin America** for U.S.-based companies. We connect skilled professionals with dynamic opportunities, offering competitive salaries, career growth, and the chance to work with leading international businesses.

By joining Lateam Partners, you gain access to **exciting remote roles, a supportive work culture, and ongoing professional development**. We pride ourselves on matching top-tier talent with high-quality employers, ensuring a rewarding experience for both candidates and clients.

If you're looking to advance your career with **a stable, well-paid, and growth-oriented opportunity**, apply today and become part of our thriving network!

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### Job Title

Collections and Customer Service Representative

### Location

Remote

### Client

Undisclosed

### Job Summary

The Collections and Customer Service Representative is responsible for managing relationships with customers (financing and leasing) while maintaining portfolio quality and company profitability. To achieve this, the representative must establish effective communication with clients to gather as much relevant information as possible and help minimize losses in cases of payment default. Additionally, the representative must uphold the highest quality standards to promote a positive company image and maintain its strong reputation.

## Responsibilities

- Receive, process, and handle inbound and outbound customer service calls related to payments, collections, insurance, vehicle titles, trailer leases, repossessions, etc.
- Build and maintain strong customer relationships by addressing inquiries promptly and professionally.
- Resolve customer complaints and inquiries using effective communication and conflict resolution techniques. Investigate account history or escalate to the Manager as needed to resolve issues.
- Monitor accounts to identify overdue payments and manage timely follow-up actions. Work with customers to find solutions (payment plans, extensions) in line with company timelines and internal policies.
- Record all call information in the call logging system, keeping records updated and compliant with internal policies. Maintain accurate records and report on collections activity, including notes, payment promises, and outcomes.
- Perform periodic insurance verifications for financed and leased equipment (trucks and trailers) to ensure policies are active and meet compliance and internal requirements.
- Follow up on insurance payments for assets involved in traffic accidents, coordinating with internal teams, insurers, and/or vendors to ensure continuous coverage and complete documentation.
- Collect and process claims related to accidents and/or repairs for financed or leased vehicles, coordinating with customers, insurance companies, and repair shops.
- Request, gather, and manage invoices and documentation related to vehicle repairs, estimates, work orders, and supporting documents for internal control and/or claims.
- Coordinate repossession and transportation logistics for repossessed vehicles. Communicate with repossession agents, track process status, documentation, asset location, and next steps while maintaining updated records.
- Support coordination of vehicle transportation within the United States when needed, including communication with carriers/vendors, delivery coordination, and documentation.
- Prepare operational and administrative reports, including collections reports, insurance status, accidents, repairs, tolls, and repossessions, as required.
- Prepare and issue collection invoices and other related administrative documents, ensuring accuracy and compliance with internal processes.
- Coordinate the collection and tracking of invoices for repairs, services, towing, storage, and other vehicle-related expenses, ensuring complete documentation for payment and control.
- When applicable, contact existing customers to offer additional products or new business lines aligned with current campaigns.
- Provide information regarding vehicle titles and other account-related details, following privacy and documentation control guidelines.

## **Qualifications**

- 3+ years of experience in collections, call center customer service, billing, accounts receivable, or financial services (in English).
- Experience handling high call volumes and sensitive conversations (delinquencies, payment disputes, financial hardship).
- Strong de-escalation and empathy skills while maintaining firm boundaries and adhering to policies.
- Ability to negotiate and guide customers toward solutions (payment commitments).
- Excellent verbal communication and active listening skills; confident leading calls.
- Strong problem-solving skills and attention to detail (reviewing account history, proper documentation).
- Time management skills and ability to meet daily targets (calls, follow-ups, work queues).
- Ability to follow collections regulations and company policies (legal disclosures, data privacy, permitted contact hours, fair treatment standards).
- Clear and accurate call notes; understands that “if it’s not documented, it didn’t happen.”
- Professional handling of customer data and identity verification processes.

## **Requirements**

- Advanced English proficiency (written and spoken). 90% of interactions are with the U.S.-based customers, vendors, or third parties.
- Fluent Spanish (written and spoken), with the ability to clearly and professionally explain payment options.
- Reliable internet connection and a quiet workspace.
- High school diploma required (technical or university degree is a plus).
- Comfortable using CRM/collections platforms, multiple screens, and entering data while handling calls.
- Strong typing and documentation skills.
- Proficiency in Microsoft Office (email, spreadsheets, basic reporting).

## **Apply to this position**

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