



Job Description

Job Title	Bilingual(French) Collection Agent
<p>ZipLocal is a powerful online business directory that brings buyers and sellers together... quickly, simply, and effectively. Formed in 2006 from the merger of Zip411, redToronto, and redMississauga we're Canada's second largest online local directory with an average of over a million unique users monthly. Our user-focused site design and flexible search functionality give our users relevant, reliable, local search results that save them time.</p> <p>At ZipLocal we are building an environment that encourages innovation and industry-leading solutions through collaboration and continuous improvement in all areas of our operation. We encourage the exceptional and foster ongoing skills development for all team members.</p> <p>And while we're working hard to be the best we're also having a lot of fun in the process. Together we've created an atmosphere that's a hybrid of entrepreneurial, corporate, and non-traditional approaches</p> <p>Summary: This is a position to collect our client's overdue accounts in a mature, professional manner that represents the ZipLocal brand with integrity. Success in this role is determined by the number of clients who make payments and by the total revenue recovered.</p> <p>Responsibilities (including but not limited to):</p> <ul style="list-style-type: none"> • Following up with customers to collect past due accounts • Reconciling customer accounts • Dispute resolution with customers, and escalating as necessary • Utilizing computer software to follow-up on the accounts and the efforts to collect them. 	
<p>Candidate Requirements</p>	<ul style="list-style-type: none"> • 2 or more years experience required in collection by telephone. • Post secondary education required. • Bilingualism (English and French).
<p>Application Information</p>	<p>Send your resume and cover letter, with Collection Agent in the subject line to human_resources@ziplocal.com. Only those applicants selected for an interview will be contacted.</p>