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# CREDIT ADVISOR (PRO)

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*Are you comfortable with decision making and motivated to achieve results?  
Are you resilient in the face of an upset customer or rejection?  
Do you enjoy completing projects and get excited to “check-off” your to-do list?  
Are you motivated to build relationships and have meaningful conversations?  
Do you proactively identify new, faster or better approaches for improving your performance?*

*If this sounds like you, we want you to join our team!*

## The PCM Advantage

*Here at PCM, we believe our greatest asset is our team. Our core values are the foundation of our team – we are Accountable for our results, we are Caring toward each other, clients, and our community, and we Empower one another to learn and grow. That is why we A.C.E. every day.*

*In our office, “collections” is a swear word. We assist clients with debt recovery. There are so many stigmas in our industry and we are determined to change that. We are a professional service firm that believes in treating people as people.*

*PCM is small and mighty - everyone will know your name and we are focused on building great relationships with each other and our clients. To the outside world, we may appear small... and we think that is a good thing. We are nimble and can make changes quickly. Everyone is a specialist in their roles and roles have been designed to play to each person’s strengths. We are on a mission to grow and with that means lots of opportunity to grow with us!*

*As a PCM team member you will receive:*

- *Competitive salary*
- *Performance-based bonus opportunities (Monthly)*
- *Complete benefits package with health, dental, and vision options*
- *Paid time off and paid holidays*
- *Possibility for flexible working arrangements – daily schedule and remote/hybrid opportunities.*
- *Supportive and professional workplace*
- *Ongoing training – negotiations, professional business writing, credit reporting, and much more!*
- *Excellent advancement opportunities*
- *Innovative technology for staff and clients*
- *Opportunities to participate in charity and other community events*

## Position Overview

*Goal: You will be responsible for managing on a portfolio of bad debt accounts by establishing communication with account holders and negotiating the resolution and payment of past-due accounts.*

*To succeed at PCM you need to have hustle, grit, be open and ready for change, and most important – you need to have a positive attitude! We “get it done” all while having a little fun. A pillar of our culture is our emphasis on our core value – Accountability. If you’re looking to put it on cruise control, we’re not a good fit. We believe in a work-life-balance – we work really hard when we are at work and want to make sure you can unplug from work when you go home.*

### **Get Paid!**

*Base Salary (Annual): \$36,000 - \$60,000 (based on experience in the industry)*

*+Commission Potential (Annual): \$6000-\$21,000*

- *Commission is based on ability to complete key activities, achieve personal results, and team goals monthly.*

## Responsibilities

- *Managing a portfolio of delinquent accounts*
- *Communicate with account holders to arrange debt repayments by using your diplomatic and persuasive skills (negotiations)*
- *Prepare file summaries and make decisions on accounts*
- *Build customer relationships*
- *Find creative approaches to problem solving*
- *Work with team to reach personal and department goals*

## Skills & Competencies

- *Competitive, results-oriented team player*
- *Positive attitude*
- *Critical thinking skills*
- *Excellent communication skills – written and verbal*
- *Customer service background (call center, bartender, server, daycare, etc.) - preferred but not essential*
- *Ability to articulate thoughts in a clear and concise manner*
- *Solid active listening skills and the ability to present key points while focusing on the consumer’s needs*
- *Strong follow-up skills*
- *Willingness, ability to learn and to accept feedback and mentoring*

- *Working knowledge of the Microsoft Office products*
- *Ability to pass a criminal record check*

## Ready to join the PCM Team?

If you want to build a rewarding career with a supportive and dynamic company, then look no further. PCM's #1 goal is to find the right people & we want to make sure we are a good fit for each other. To apply to join our team, follow the steps below:

1. Email resumes to [pcmcareers@pcmcorp.com](mailto:pcmcareers@pcmcorp.com)
2. Complete our short survey, just click on the link below (or copy and paste into your browser), and you'll be taken directly to it. The survey should take about 15-20 minutes.

<http://www.profileperformancesystem.com/survey.html?SL=61521>