

## COLLECTIONS SPECIALIST

Torys is a highly respected international business law firm with offices in Toronto, New York, Calgary and Montréal. We work together to offer seamless cross-border services to our clients all over the world.

As a Torys employee, you will enjoy both an exciting, fast-paced work environment and a supportive, collegial and team-based culture. Our positions are best suited to individuals who take pride and ownership in their work and demonstrate exceptional client service in everything they do. At Torys, we take pride in our ability to attract and retain individuals who excel in their respective fields. We do this by providing stimulating work and learning and development opportunities, as well as a competitive compensation and benefits package.

### POSITION OVERVIEW

Reporting to the Senior Manager, Client Accounting, the Collections Specialist is accountable for improving the effectiveness of cash collections by negotiating terms of payment on overdue accounts. This position requires an individual with proven collections experience, a strong client service orientation and the ability to work in a fast-paced environment.

### KEY ACCOUNTABILITIES

- Responsible for supporting client relationships, mitigating credit risk and ensuring compliance with the firm's credit policy.
- Reduce the firm's exposure by meeting targets to reduce outstanding A/R on accounts that are 90 days past due.
- Maintain regular contact with lawyers and clients on collections matters; work directly with clients to resolve outstanding accounts by performing daily collections calls.
- Accountable for meeting monthly collections targets and providing analysis and explanation if targets are not achieved.
- Make recommendations to improve collections processes; work on best practices and communicate information about these processes and practices to the senior leadership team as required.
- Ensure compliance with firm and client guidelines at all times.
- Create and generate reports; conduct batch analysis to increase recoveries and improve the firm's exposure.
- Review files for settlements or closure.
- Participate in special projects as requested.

### ATTRIBUTES & EXPERIENCE

- Post-secondary degree or diploma in Accounting or Business Management or equivalent experience to successfully complete the essential requirements of the role.
- Minimum 5 years of previous related experience, preferably within a professional services firm.
- Proficient in MS Office product suite - which includes a strong working knowledge of Outlook, Excel and Word. Experience with Elite and/or related accounting systems would be an asset.
- Strong client service orientation combined with the ability to manage multiple client needs at the same time.
- Excellent communication skills (verbal and written) with the ability to interact with individuals at all levels within the organization.
- Strong interpersonal skills with the ability to work well both independently and collaboratively within a team environment.
- Sound judgment including the ability to deal with confidential information with utmost discretion.

- Strong collaboration and negotiation skills; able to work with tact, poise and discretion.
- Exceptional attention to detail, efficient and organized.
- Flexibility to work overtime when necessary (i.e. month-end, year-end).

## **HOW TO APPLY:**

Please address your resume and cover letter, stating your salary expectations to Firm Admin Recruiting ([firmadminrecruiting@torys.com](mailto:firmadminrecruiting@torys.com))

*We thank all applicants for their interest in Torys LLP; however only candidates selected for an interview will be contacted*

*We foster an inclusive and accessible environment and are committed to providing support to applicants and firm members with disabilities. If you require accommodation at any time during the recruitment process, please contact [Malinda Dunfield](#), Manager, Human Resources.*