

PR/096186 | Debt Collection Specialist

Job Information

Recruiter
JAC Recruitment Vietnam Co., Ltd

Job ID
1609379

Industry
Other (Trade)

Job Type
Permanent Full-time

Location
Thailand

Salary
Negotiable, based on experience

Refreshed
November 3rd, 2026 02:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Basic Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Job Summary

We are seeking a proactive and detail-oriented Debt Collection Specialist to manage and recover outstanding receivables from customers while maintaining positive business relationships. The successful candidate will be responsible for monitoring customer accounts, following up on overdue payments, negotiating repayment arrangements, and supporting the company's cash flow management.

I. Key Responsibilities

Debt Collection & Accounts Receivable Management

- Monitor and track customer outstanding balances and aging reports.
- Contact customers via phone, email, and other communication channels to collect overdue payments.
- Follow up on delinquent accounts and ensure timely collection of receivables.

- Investigate and resolve payment discrepancies, billing issues, and customer inquiries.
- Negotiate payment plans and repayment schedules where necessary.
- Maintain accurate records of collection activities and customer communications.

Credit Control & Risk Management

- Assess customer payment behavior and identify potential credit risks.
- Coordinate with Sales, Customer Service, and Finance teams to resolve collection issues.
- Recommend credit limit adjustments and collection actions based on customer payment history.
- Support the implementation and enforcement of company credit policies.

Reporting & Compliance

- Prepare regular accounts receivable and collection reports.
- Monitor collection performance and provide updates to management.
- Ensure compliance with company policies, financial regulations, and internal control procedures.
- Support external and internal audits by providing relevant documentation.

II. Requirements

Education

- Bachelor's Degree in Finance, Accounting, Business Administration, Economics, or related fields.

Experience

- Minimum 2-5 years of experience in debt collection, credit control, accounts receivable, or related finance functions.
- Experience in B2B collection within trading, manufacturing, automotive, or multinational companies is preferred.

Skills & Competencies

- Strong negotiation and communication skills.
- Ability to handle difficult situations and maintain professional customer relationships.
- Good analytical and problem-solving skills.
- Strong attention to detail and organizational skills.
- Proficient in Microsoft Office, especially Excel.
- Experience with ERP systems (SAP, Oracle, Dynamics 365, etc.) is an advantage.
- Ability to work independently and under pressure to meet collection targets.

Language

- Vietnamese: Native proficiency.
- English: Intermediate to Business level (written and spoken). If have is plus.

III. Benefits

- Official Working hours: 08:00 AM - 05:00 PM (Mon-Fri)
- Healthcare and accident insurance.
- Annual health check-up.
- Professional and multinational working environment.
- Training and career development opportunities.

- Annual leave and public holidays in accordance with Labor Law.
- Gifts on special occasions, such as Mid-Autumn Festival mooncakes and year-end party gifts...
- In addition to the compulsory social insurance, the employee will also be enrolled in our additional health and medical insurance scheme (Marsh).
- Other benefits such as company outing: as per the welfare policy, an annual company trip for all employees (permanent and temporary)

Company Overview

A professional multinational business operating in Vietnam, supporting financial operations, customer service, and business administration. With a stable business foundation, collaborative work culture, and strong focus on service quality, the company offers employees a reliable environment to grow and contribute to sustainable business success.

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Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description