

CHASITY CLARK

Collections Operations Manager | Debt Collection Administration | Remote Team Management

Client Services | Compliance & Operations

Nampa, Idaho | 208-809-1845 | clarkchavity@protonmail.com

WORK PREFERENCE: FULLY REMOTE | NO TRAVEL

PROFESSIONAL SUMMARY

Collections operations leader with 8+ years of debt collection experience and 13+ years of administrative and operations experience. Leads teams of up to 12 employees and high-volume portfolios with 10,000+ new accounts at a time across multiple client files and workflows. Strong background in performance management, client service, compliance support, quality assurance, reporting, account recovery, and process improvement. Generated \$1M+ in post-dated payment commitments in one year through email outreach and contributed to a \$100,000 company payment goal.

SELECTED IMPACT

Team Leadership: Managed and developed teams of up to 12 employees.

Portfolio Scale: Oversaw portfolios containing 10,000+ new accounts at a time across multiple clients.

Revenue Generation: Built \$1M+ in post-dated payment commitments within one year through email outreach.

Systems & Reporting: Hands-on with Evolution, Beam, S Collect, C2C, remit reporting, recalls, KPIs, and operational analysis.

CORE COMPETENCIES

Debt Collection Operations | Operations Management | Remote Team Leadership | Staff Training & Coaching | KPI & Performance Management | Account Recovery | Payment Arrangements | FDCPA/FCRA Compliance Support | Quality Assurance | Client Relationship Management | Workflow Optimization | Reporting & Analysis | Remit Reporting | Account Recalls | Customer Service

PROFESSIONAL EXPERIENCE

ALLIED CAPITAL MANAGEMENT

Debt Collection Operations Manager | September 2023 - 2026

Debt Collection Agency

- Led daily debt collection operations, staffing, workflows, performance, client portfolios, compliance support, and operational procedures for a high-volume collection environment.
- Managed and developed a team of up to 12 employees through onboarding, training, coaching, scheduling, performance management, and ongoing accountability.
- Oversaw multiple client portfolios simultaneously, including up to 15 files across 3 clients and inventories containing more than 10,000 new accounts at a time.
- Monitored collector productivity, recovery activity, payment arrangements, account resolution, quality standards, and other KPIs; used results to identify process and performance improvements.
- Developed collection strategies, payment programs, workflow procedures, and communication campaigns designed to improve recovery activity while supporting customer service and compliance standards.
- Built more than \$1 million in post-dated payment commitments within one year through email outreach and maintained the resulting payment queue; contributed to achieving a \$100,000 company payment goal.
- Monitored calls, emails, and account handling for accuracy and adherence to procedures; supported FDCPA/FCRA requirements and prepared operational reports, remit reporting, account recalls, and performance analysis using Evolution, Beam, S Collect, and C2C.

CONSUMER SOLUTIONS GROUP

Debt Collection Operations Manager | January 2018 - September 2023

Debt Collection Agency

- Managed daily collection operations and supervised a team of up to 8 employees, supporting training, performance, workflow execution, customer service, and operational consistency.
- Managed multiple client portfolios, including up to 10 files across 3 clients and portfolios containing more than 10,000 new accounts at a time.
- Provided administrative and operational support to management and collection teams, including account research, documentation, correspondence, spreadsheets, reports, and workflow follow-up.
- Supported payment processing, payment posting, account updates, reconciliation, collection reporting, and operational performance summaries.
- Maintained accurate and confidential consumer and financial records, electronic files, and account documentation in accordance with company procedures.
- Coordinated scheduling, employee records, office administration, and cross-department communication while managing multiple priorities and deadlines.

BEL AIRE CONSTRUCTION, LLC

Administrative Assistant | August 2013 - March 2018

General Contracting Company

- Managed day-to-day office administration including phones, email, correspondence, filing, data entry, document management, scheduling, and customer communication.
- Supported project managers with contracts, proposals, work orders, change orders, permits, project files, inspections, timelines, and job tracking.
- Coordinated vendors, suppliers, subcontractors, materials, deliveries, appointments, and project schedules; served as a point of contact for customers and project updates.
- Processed invoices, tracked payments, supported accounts payable/receivable, maintained expense records, and assisted with budget tracking and financial reporting.

EDUCATION

BUFFALO STATE COLLEGE

Bachelor of Science | Minor: Business Management

TECHNOLOGY & INDUSTRY SKILLS

Collection Management / CRM: Evolution | Beam | S Collect | C2C

Debt Collection Operations: Account Recovery | Payment Arrangements | Portfolio Management | Collection Strategy | KPI Monitoring | Quality Assurance | Remit Reporting | Recalls

Operations: Staff Scheduling | Employee Training | Performance Monitoring | Reporting | Workflow Management | Process Improvement | Client Relations

Consumer Communications: Email Outreach | SMS/Text Messaging | Payment Campaigns | Customer Service