

WHAT YOU NEED TO KNOW

Culture Counts

Choosing a collection agency isn't easy and, regardless of what many think, every collection agency is different. Requesting information or a formal RFP, is unlikely to provide you with the answers you need to make the best decision. Prepare to dig deeper, and explore each agency's work ethic, approach to collection, performance record, and reporting protocols.

It's critical to also take a close look at a company's internal culture. A task that's easier if you know the right questions to ask. At Choice Recovery, maintaining a positive, inclusive, productive internal culture is our main objective. We know that an incredible working environment led by strong leaders results in higher returns for our clients.



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So how can you tell if an agency has a strong internal culture? Look for the following:

- ✓ Accounts are assigned to specific, experienced collectors who build positive relationships with consumers.
- ✓ Collectors know what accounts are theirs. This builds trust, continuity and communication while eliminating the risk of hijacked or unworked accounts.
- ✓ The workplace is inviting and productive. Shared workspaces for a few provide privacy and fewer distractions. Cubicles are history!
- ✓ The leadership team is strong and promoted from within. Most have worked their way through the ranks, so they know the business and relate to the collectors.
- ✓ Expectations of new hires are understood. Everyone works better when he or she knows what is required.
- ✓ The company creates opportunities for staff enrichment and advancement. Incentives are clear. Everyone understands how to make commission.
- ✓ Work schedules are open and flexible. Collectors work harder for you when they have a satisfactory balance between their work and home lives.
- ✓ An open door policy that inspires trust and confidence in leadership exists. Employees feel comfortable walking into a boss's office with ideas and suggestions.

Your bottom line is most important, and a robust culture fueled by happy employees can help it grow. Find an agency that has a strong focus on its culture and you'll find a healthy team who performs at a much higher level than any of its competitors.