



## Senior Collection Officer

**Location:** Brussels

**Are you ready to take your career to the next level?**

**Do you thrive in environments that challenge and inspire you?**

**Would you like to grow within a team that values both excellence and enjoyment at work?**

Taleo Consulting is an international management consulting group with offices in **France, Luxembourg, Belgium, The Netherlands, Switzerland, Spain, Singapore, Portugal, and Italy.**

We've grown into a team of **450+ talented professionals** across **10 offices worldwide**, partnering with leading organizations in **Financial, Life Sciences, Retail, and Energy** - Sectors, to drive transformation and deliver lasting impact.

At Taleo, you'll find more than just a job. You'll join a community of ambitious consultants who share a passion for growth, innovation, and teamwork. Together, we create an environment where you can develop your skills, take on new challenges, and truly make a difference.

### What Will You Do?

At Taleo Consulting, we believe that **our growth starts with our people**. When our consultants thrive, so do our clients.

Motivated, curious, and passionate professionals make a real impact, not only on their own careers but also on the success of the organizations they support.

We're looking for individuals who **embody our values** and help us foster strong, trust-based relationships with both our **clients** and our **teams across the globe**.

Our success is built on the **talent, collaboration, and commitment** of our people and we're now looking for a **Senior Collection Officer** to join our journey.

### Mission

The mission consists of **managing and recovering outstanding debts** by establishing effective communication with debtors, negotiating sustainable payment solutions, and ensuring proper follow-up of recovery processes.

The role focuses on **balancing financial recovery objectives with customer-oriented approaches**, taking into account the debtor's personal and financial situation.



Beyond debt collection, the objective is to **ensure efficient case management, maintain strong stakeholder relationships, and contribute to helping individuals achieve financial stability.**

The goal is to enable the organization to **optimize debt recovery performance while maintaining high standards of professionalism, compliance, and customer respect** within a dynamic operational environment.

## **Key Responsibilities**

### **Debt Collection and Negotiation**

- Manage **outstanding debt cases** and conduct **daily telephony activities (dialer campaigns)**
- Establish contact with debtors and **negotiate payment terms adapted to their financial situation**
- Secure **sustainable and realistic payment agreements**
- Take ownership of conversations and **lead negotiations effectively over the phone**

### **Case Management and Follow-up**

- Handle **newly cancelled files** and ensure execution of **guarantees**
- Monitor and follow up on **payment plans (amicable and judicial procedures)**
- Manage interactions via **phone, email, mail, and specialized tools**
- Ensure **accurate tracking and administration of all cases**

### **Stakeholder Coordination**

- Maintain **constructive relationships with internal teams and external partners**
- Collaborate with **colleagues across departments** to ensure smooth case handling
- Act as a **key point of contact in the recovery process**

### **Customer-Centric Approach**

- Apply a **solution-oriented and empathetic approach** to support debtors
- Select the **most appropriate recovery strategy** balancing all stakeholders' expectations
- Contribute to the broader objective of **helping individuals become debt-free**

### **Process and Performance Contribution**

- Ensure **quality, accuracy, and compliance** in all activities
- Adapt to **high-volume operational environments**
- Participate in **continuous improvement of collection practices**



## Assignment Duration

The position is part of an **ongoing operational activity in debt recovery**.

The role is intended as a **long-term position**, with initial onboarding conducted **fully on-site**, and the possibility to evolve towards a **hybrid working model (up to 80% on-site presence)**.

## Required Expertise – Debt Collection Officer

- **Debt collection and negotiation (telephony-based)** (Advanced, current experience)
- **Case management and payment follow-up** (Advanced, current experience)
- **Customer interaction and conflict handling** (Advanced, current experience)
- **Administrative and operational processing** (Advanced, current experience)
- **Stakeholder communication and coordination** (Advanced, current experience)

## Required Knowledge & Experience

### Experience

- At least **2 years of relevant experience in debt collection or similar roles**

### Technical Expertise

#### Mandatory

- Proven experience in **collection telephony (high-volume calling / dialer campaigns)**
- **Bilingual proficiency (Dutch/French or French/Dutch)**

#### Preferred

- Initial experience in **KYC (Know Your Customer)** processes

### Business Knowledge

#### Mandatory

- Experience in **negotiation and customer interaction**
- Background in **administrative roles or case handling**

#### Preferred

- Interest in **finance, banking, and financial products**



## Education

- **Bachelor's or Master's degree** (or equivalent experience)

## Languages

- **Dutch – Native or Fluent**
- **French – Native or Fluent**
- **English – Good professional proficiency**

## Working Model

- **100% on-site at start**, with potential evolution to **hybrid (approx. 80% on-site)**

## Soft Skills

- **Strong communication and negotiation skills**
- **Diplomatic and customer-oriented mindset**
- **Ability to work independently and take ownership**
- **Stress resistance and flexibility** in a fast-paced environment
- **Problem-solving mindset**
- **High level of accuracy, precision, and quality focus**
- **Ability to lead and control conversations effectively**

## Why should you join us?

By joining Taleo, you'll become part of a **talented, international, and dynamic team**.

You'll benefit from **real career growth opportunities**, continuous learning, and the chance to build **long-lasting relationships** across borders and industries.

If you recognize yourself in this description and are ready to grow with a company that values ambition, collaboration, and excellence, let's connect.

**Share your CV and take the next step in your journey with Taleo**

