GARDAWORLD
Careers

GardaWorld - Collection Agent - 50k-55k Ste-Therese

Reference	1451343500
Work locations	Sainte-Thérèse (Quebec, Canada)
Published	November 17, 2026

JOB DESCRIPTION – Collections Agent

Who We Are

GardaWorld is a global champion in security services, integrated risk management and cash management solutions, employing more than 132,000 highly qualified and dedicated professionals. Driven by a continuous entrepreneurial culture and fundamental values of integrity, vigilance, trust and respect, GardaWorld offers sophisticated and responsive security and technology solutions through high-level partnerships and the provision of ever-higher services. GardaWorld is proud to be the long-standing security partner of some of the most important brands, Fortune 500 companies and governments, and to know that safety is essential to conducting business and ensuring community safety.

Our mission

Our mission is simple: to make the world a safer place to protect our customers - people, goods and operations around the world.

We can only achieve this by respecting the highest standards in all the jurisdictions in which we operate. We are a value-based organization and are proud of our work and objective-oriented attitude. Our fundamental values of integrity, trust, vigilance and respect are reflected in everything we do throughout our operations.

Integrity, trust, vigilance, respect.

Your Role

As a collection agent, you will oversee establishing proactive relationships with clients to recover debts and settle outstanding balances. The role requires a high level of customer service, persuasion and negotiation skills, along with a spirit to resolve problems of working with clients to resolve their debts and collect payment. A recovery specialist will also partner with the Accounts Receivable Service and Client Service Supervisors to develop strategies for collecting criminal accounts and to determine when further action is required. High attention to detail and excellent record keeping ensure payment plans are recorded and communications with clients are properly documented.

Key Performance Indicators

- AR 60+ = < 35%
- AR 90+ = < 8%
- Customer attrition <10%

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Responsibilities

- Management of national, contentious and uncollectible accounts;
- Communicating with customers to secure payment of overdue invoices past 60-days;
- Participating in cross-functional meetings to address complex accounts receivable situations;
- Acting as a subject matter expert and advisor to the team;
- Recommending appropriate actions to recover outstanding accounts receivable. These actions may include, but are not limited to, legal proceedings and external collection agencies;
- Collaborating with Customer Service and Operations departments when needed;
- provide management with the requested information in a timely, clear and concise manner;
- Reconciling customer accounts, including analyzing payment applications and credit notes;
- Perform other duties related to the position when needed

Job Requirements

- Diploma in accounting or related fields;
- Experience in collections, credit management, or accounts receivable administration;
- Bilingualism (spoken and written);
- Advanced knowledge of Microsoft Excel;
- Knowledge of insolvency laws and regulations;
- Experience in collections, credit management, or accounts receivable administration;
- English/French bilingualism (spoken and written);
- Advanced knowledge of Microsoft Excel;
- Knowledge of insolvency laws and regulations;

Required Skills and Competencies

- Strong analytical skills, a sense of responsibility, versatility and problem-solving capabilities;
- Demonstrated attention to detail, accuracy, initiative and independence;
- Ability to manage multiple tasks, effectively prioritize and work within tight deadlines;
- High skills in verbal and written communication and negotiation;
- Excellent interpersonal skills and a strong team attitude.

Division: Corporation Services d’alarmes Garda

Report To: Customer Experience Sr. Manager

Status: Full-time Office Position

Search for reference 1451343500 on the Canadian GardaWorld careers portal.

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