

## Call for Application MCE/ELP

### Cash/debt collector Management Centre Europe (1<sup>st</sup> March 2024 – 31<sup>st</sup> July 2024)

*The current call recruits candidates for an assistant position in Brussels, working for the [Management Centre Europe](#) whilst being a Fellow of the [European Leadership Programme](#) (ELP). These elements are a unit therefore, you are applying with one single documentation to both the assistant position and the Fellowship of the ELP.*

#### ELP

ELP is a five + five month long residential formation where the Fellows receive leadership training and support in their vocation discernment during their time in Brussels. The Fellows live and work in the heart of Europe, receive introduction to Jesuit spirituality, help marginalised communities, and follow one-on-one spiritual coaching as well as professional mentoring sessions. An opportunity to meet current and former leaders from the EU ecosystem is provided, facilitating informal discussions and testimonies of their career and the ethical challenges they face. The ELP houses harbour 20 Fellows and are located close to square Montgomery in Brussels. The Fellows usually do a traineeship programme in one of the EU institutions or NGOs in Brussels in parallel with their ELP participation, as ELP is designed to offer programs in the afterwork hours and weekends.

More info [HERE](#).

#### MCE

Management Centre Europe, as part of AMA Global, is a leading Learning and Development provider in Europe, Middle East and Africa. We inspire more than 1,000 organizations and over 10,000 managers and leaders through our Open Enrolment Training Programmes and our Customized Learning Solutions each year. We have been in the EMEA region for more than 58 years and our team of Learning and Development professionals can support you to achieve the impact you need at individual, team and organizational levels.

More info [HERE](#).

#### About the position:

- Efficiently recover outstanding debts via phone and written correspondence.
- Adhere to collection procedures and deadlines.
- Achieve daily targets for call volume, cash collection, and call monitoring.
- Manage designated portfolio, conducting thorough investigations into customer finances.
- Enhance collection outcomes and contribute to departmental growth.
- Adapt collection approach based on client portfolio dynamics.
- Coordinate with management for daily task completion.
- Collaborate with sales and delivery teams to find solutions and provide support.
- Work seamlessly within a team to handle high daily workload.
- Resolve billing and credit issues promptly.
- Take proactive measures to encourage timely debt payments.
- Execute payment clearing in the system.

### Admission requirements

- Skilled communicator with a confident telephone manner.
- Assertive in collections and adept at negotiation.
- Experienced in target-driven environments with a knack for meeting deadlines.
- Positive and adaptable with a problem-solving mindset.
- Proficient in handling challenging situations through active listening and effective communication.
- Proactive and independent, capable of problem-solving and decision-making.
- Strong analytical and commercial awareness.
- Effective time management abilities.
- IT skills: office
- Languages: English & Arabic (French is a plus)

Duration of the internship: 5 months with the possibility of extension starting on **March 1st 2024 until July 31st 2024**. This is a full-time position, amounting to 38 hours a week.

Financial contribution: 1250 eur/month CIP contract

The ELP rental fee, c.650-750 €, will need to be covered from this contribution. (Mandatory to live in the ELP house and community.)

Applications: Please submit your application via the [Google Form](#) of ELP. Interviews are conducted on a rolling basis. The first round of interviews is with the selection committee of ELP. If greenlighted, you pass to the second round where an interview with the team of MCE is conducted.

Deadline: 20th of February

For enquiries please contact Ms Feherekova at [assistant@jesc-elp.eu](mailto:assistant@jesc-elp.eu) or refer to the website at [www.jesc-elp.eu](http://www.jesc-elp.eu)