

# WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-recovery-agent-361343/>

## HIRING ORGANIZATION

Fareportal

## EMPLOYMENT TYPE

Full-time

## JOB LOCATION

? Remote work from: India

## DATE POSTED

? June 24, 2026

## CUSTOMER RECOVERY AGENT

### BASE SALARY

INR 500000 - INR 750000

### DESCRIPTION

#### Fareportal

Remote Work

Hiring office located in Delhi / NCR

Salary ?5 LPA to ?7.5 LPA

Fareportal is hiring for collection support. This is a remote full time opening. Candidates should have collection knowledge and good communication. The work is about chargeback recovery and case follow up.

Contact: Aarti Singh +91 8851789236

#### Job Work

You will work on chargeback recovery cases. You will contact customers by phone or email. You will also update records and follow cases till closure.

- Collect chargeback amount from customers
- Contact customers by phone
- Contact customers by email
- Update TMS records
- Maintain daily PR sheet
- Follow up on open cases
- Send legal notices when needed
- Track recovery progress
- Maintain daily reports

#### Work Details

This profile needs careful case handling. You must keep records clear. You must also

follow company rules and FDCPA guidelines properly.

- Follow FDCPA rules
- Update case summary
- Upload supporting documents
- Send legal notices in time
- Coordinate with other departments
- Check calls and emails when needed

### **Skills Needed**

The company wants candidates with collection background. Good MS Office knowledge is important. GDS knowledge is useful but not required.

- Collection process knowledge
- Chargeback handling
- Debt recovery
- MS Office
- Multiple tool handling
- Neutral accent
- Good communication

### **Eligibility**

Candidates should be graduates from any stream. International voice or collection experience will help.

- Any graduate
- Prior collection experience
- Good communication
- Comfortable with recovery work
- Ready for process based work

### **Important Note**

The company may send legal notices if needed. Any serious customer complaint must be shared with supervisor or manager. The role needs attention to detail and proper case tracking.

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