

# Amount Collected per Collections Employee

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Amount Collected per Collections Employee

Definition & Measurement Details



## What is Amount Collected per Collections Employee?

The total dollar amount collected by the Collections Department, or agency, over a certain period of time divided by the average number of collections employees (including collectors, managers and administrative/support staff) working for the company over the same time period.

## Why should this KPI be measured?

Amount Collected per Collections Employee measures the average amount of delinquent balances collected per each collections employee. This KPI is a simple measure of employee productivity and overall work

## How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total amount of delinquent account balances collected by the collections function within a given time period, and (2) the average number of collections employees

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