

Collections Expense per Collections Employee

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Collections Expense per Collections Employee

Definition & Measurement Details



What is Collections Expense per Collections Employee?

The total expense incurred by the Collections function divided by the average number of employees working in Collections (includes administrative and support employees as well as collections agents and managers) over the same period of time. Total operating expense includes labor (wages, salaries, commissions, benefits), overhead (occupancy, utilities supplies, advertising, legal fees, travel costs, etc.) and technology costs.

Why should this KPI be measured?

Collections Expense per Collections Employee measures the total expense incurred by the Collections function in relation to the average number of employees working in Collections (includes administrative and

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total expense incurred by the Collections function and (2) the average number of employees working in Collections over the same period of time. Formula:

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Collections Expense per Collections Employee

Benchmarks & Characteristics of High Performers



Collections Expense per Collections Employee

Total Collections Expense Incurred / Number of Collections Employees



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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