# Collections Expense per Collections Employee

Benchmarks, Definition & Measurement Details





# **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.



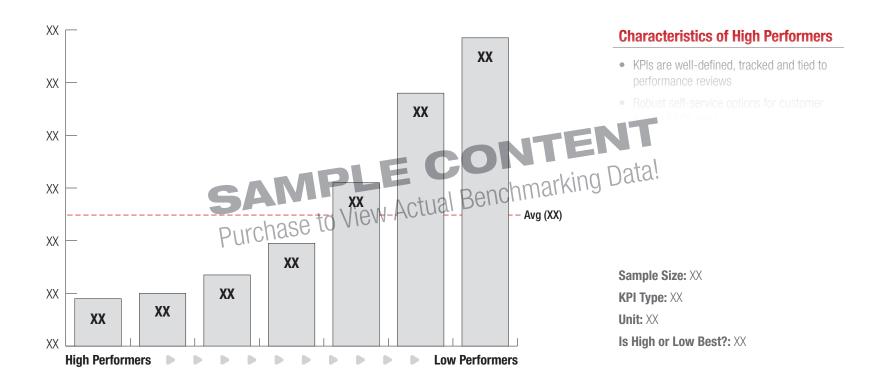
# **Collections Expense per Collections Employee**

Benchmarks & Characteristics of High Performers



## **Collections Expense per Collections Employee**

Total Collections Expense Incurred / Number of Collections Employees



**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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### OpsDog, Inc.

1502 Augusta Dr., Suite 200 Houston, TX 77057

Tel: 844-650-2888