

# Accounts per Collections Employee

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Accounts per Collections Employee

## Definition & Measurement Details



### What is Accounts per Collections Employee?

The total number of delinquent accounts managed by the Collections Department, or agency, divided by the total number of employees working in the Collections Department (includes administrative and support employees, as well as Collections agents and managers) at the same point in time.

### Why should this KPI be measured?

Accounts per Collections Employee measures the overall workload and productivity of the Collections Department (or a collections agency) on a per employee basis. A relatively high value for this KPI is preferred.

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of delinquent accounts assigned to the Collections Department at a certain point in time and (2) the total number of employees working in the Collections Department.

**ABRIDGED CONTENT**  
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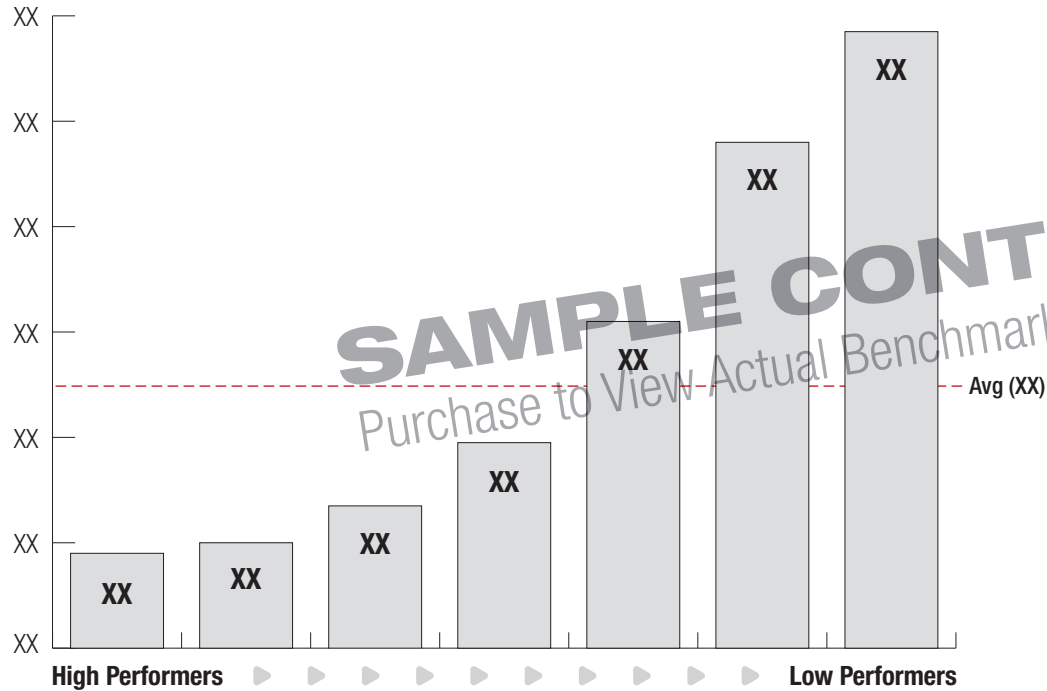
# Accounts per Collections Employee

Benchmarks & Characteristics of High Performers



## Accounts per Collections Employee

Number of Delinquent Accounts Managed / Total 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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