

Collector

Department: Collections

FLSA: Non-exempt

Position Summary:

The role of the Collector is to preserve the Credit Union's assets by controlling delinquent loan accounts, collecting delinquent payments and/or recovering collateral. The incumbent receives members in person and by telephone; provides general credit union information; follows up on past due and delinquent accounts by telephone, personal contact, and correspondence, and researches the activity of loan accounts to determine their status for repayment.

Primary Responsibilities and Duties

1. Generates delinquency notices from the collections system, verifies the status of the loan, and then mails the notice to the members. Follows up on the delinquent notices by telephone, personal contact, and correspondence in order to secure a satisfactory resolution for repayment.
2. Keeps accurate and up-to-date activity on the collections system when updating past due and potentially past due loans. Prepares and maintains the record of activity on the collections system.
3. May support Members by preparing and determining if a work out and/or extension is deemed adequate to process and remit for review to Lending for approval.
4. Maximizes the collection and/or recovery of credit union assets from delinquent/charged-off loans.
5. Work delinquent loan accounts as assigned.
6. Researches payroll deduction stops, starts, and changes as they may affect the status of a loan repayment. Under direction, prepares suitable documentation correcting or extending such loans.
7. Researches and works loan accounts that appear on the collections system. Ensures that credit union errors are detected promptly and that the member may have a full and complete explanation on the status of his/her loan.
8. Requests assignments, monitors, and updates repos and field calls on the collections system.
9. Processes checks and credit card payments and posts to accounts.
10. Opens department mail and distributes accordingly, performs clerical work, processes claims, and pays invoices.
11. Prepares ten day and final accounting letters on repos.
12. Conducts skip tracing on accounts.
13. Legal recovery for litigation assignments and processing for suit.
14. Ensures compliance with all applicable state and federal laws; credit union procedures at all times. Follows established collection procedures on "special accounts" including bankruptcy, repossession, and foreclosure. Follows applicable state/federal collection laws and conversation restrictions imposed by the Privacy Act.
15. Provides informed, professional, and accurate service and support to all members and employees.

Collector

Other Responsibilities and Duties

1. May testify at legal proceedings as required.
2. Adheres to provisions as set forth in the Fair Debt Collection Practices Act (FDCPA) and insures collection activity is always within Credit Union policy and all relevant regulations.
3. Performs other duties as assigned.

Education, Experience, and Skills Required

1. One year to three years of similar or related experience.
2. A high school education or GED.
3. Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside of the organization for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
4. Strong written, verbal, organizational, and interpersonal skills.
5. Must have the ability to use a computer and calculator.

Physical Requirements:

Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time.

This incumbent is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; typing; viewing a computer screen, and reading.

This position involves the following:

Reaching: Extending hand(s) and arm(s) in any direction.

Standing: Remaining upright on the feet, particularly for sustained periods of time.

Walking: Moving about on foot to accomplish tasks.

Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand.

Grasping: Applying pressure to an object with the fingers and palm.

Talking: Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.

Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction, and having the ability to receive detailed information through oral communication, and making fine discriminations in sound.

Repetitive motions: Making repeated movements (motions) of the wrists, hands, and/or fingers.

The incumbent will be working indoors and not outside.

Reporting Relationships

Collections Manager

VP/Collections

SVP/CLO

President/CEO

Collector

These statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. I understand I may be required to follow other job-related instructions and to perform any other job-related duties, as requested by management.

Requirements are representative of minimum levels of knowledge, skills and abilities. To perform this job in a satisfactory manner, I must possess the abilities to proficiently perform each duty.

I understand this job description is not a legal document and does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. I understand that I should consult with my manager regarding any questions I may have regarding this job description.

As duties, responsibilities, qualifications and competencies described herein are subject to change, I acknowledge that revisions to the job description may occur. All such changes will be communicated and I understand that revised information may supersede, modify, or eliminate existing statements in the job description document.

I have received the job description, and I understand that it is my responsibility to read, understand, and be able to perform the work described herein and revisions made to it.

Employee Signature and Date:

Human Resources Signature and Date:
