



POSITION TITLE		DIVISION
Collector		Consumer Lending/Collections
REPORTS TO:	DEPARTMENT	DATE
VP, Collections	Collections	January 1, 2011
SUPERVISES	FLSA	REVISED
N/A	Non-Exempt	May 11, 2015

GENERAL SUMMARY

Under general supervision, but following established policies and procedures contacts members (via telephone, mail, e-mail) in an effort to resolve the delinquent status. Maintains related records and summaries of delinquent account activity. Collects overdrafts, negative share accounts and delinquent loans. Counsels members on various financial planning and budgeting tools. Ensures Collection activities are in compliance with state and federal regulations and Credit Union policies and procedures. Maintains the delinquency rate according to Credit Union goals and maximizes the charge-off and recovery process. Responds to questions and/or provides information upon request from members (internal and external). Processes requests/transactions, as appropriate. Assists members and potential members in understanding and utilizing Credit Union products and services.

MAJOR RESPONSIBILITIES *(in descending order of importance)*

1. Collects all past due accounts. Communicates and counsels members with delinquent accounts using specific knowledge of Credit Union guidelines, NCUA policies, as well as the Fair Debt Collection Practices Act. Counsels members with delinquent loans using specific knowledge of good collection techniques to maintain good relationships with delinquent members and yet avoid losses.
2. Collect on Mortgage Loans owned by secondary market investors (FreddieMac).
3. Coordinate loan modifications and troubled debt restructures with member mortgage accounts.
4. Responds to consumer disputes from Credit Bureau Agencies to ensure proper reporting of account activity. Reviews debt proposals from debt management organizations to work out reduced payments on delinquent and non-delinquent accounts.
5. Responsible for but not limited to, recommending which accounts to charge off, repossession, legal action, settlements on charged off accounts, freezing shares for delinquent purposes, answering court attachments, handling bankruptcies, and when necessary, works with the credit union-approved collection attorney to collect accounts through legal means.
6. Gather information regarding delinquent loan activity for the VP, Collections. Recommends delinquent accounts to be charged off.
7. Responsible for preparing a variety of reports on a weekly, monthly, quarterly, etc. basis, and for recommending policy and developing procedures to assure compliance with state and federal regulations.
8. Represents the Credit Union at legal proceedings. Negotiates with attorneys on bankruptcy and other legal issues.
9. Coordinate foreclosures for both Credit Union owned and secondary market owned properties.
10. Coordinate mortgage short sales dealing with real estate brokers, lawyers and other financial institutions.
11. Coordinates repossessions. Initiates appropriate action to sell or dispose of repossessed vehicles. Assigns accounts to outside Collection agency, according to policy. Responds to court garnishments and levies.
12. Performs other collections and/or administrative related duties as assigned by the VP, Collections.

QUALIFICATIONS:

Education

High school diploma or equivalent (GED) education required.

Experience/Skills/Knowledge:

1. Minimum 2 years progressively responsible experience in consumer loan collections and delinquencies preferably in a financial institution.
2. Demonstrated knowledge of Fair Credit Debt and Collections Act and lending policies and procedures.
3. Knowledge of secondary market regulations, policies, procedures and experience with FreddieMac workout prospector software.
4. Excellent oral, written telephone and interpersonal communication skills.
5. Excellent organizational, analytical and problem solving skills.
6. Ability to deal with difficult members, resolve problems and work well under pressure.
7. PC proficient, including Microsoft Office (Word, Excel, Outlook) and the Internet.
8. Ability to manage multiple projects/priorities simultaneously and produce the desired results.
9. Ability to function in a commercial business office environment and utilize standard office equipment including but not limited to: fax, copier, telephone, etc. Some travel required. Ability to lift a minimum of 25lbs. e.g. file boxes

GENERAL DESCRIPTION:

In terms of physical requirements, this position requires work best described as:

- Sedentary Light Medium Heavy Very Heavy

PHYSICAL TASKS:

- Standing/Walking/Bending/Stooping - Continuous
- Hearing - Ability to receive information through oral communication (face to face and telephone). - Continuous
- Talking - Expressing or exchanging ideas by means of the spoken word (face to face and telephone). – Continuous
- Reading – Ability to receive information through fax, e-mail and text messages - Continuous

AUDIO / VISUAL:

- Requires vision to perform work dealing with data and figures and computer screens. -Continuous

PSYCHOLOGICAL/MENTAL DEMANDS:

- Responds positively and productively to stressful internal (employee)/situations. - Continuous
- Assists others to work harmoniously and effectively as part of a work team. – Continuous

Employee’s Signature		Date	
Manager’s Signature		Date	
Human Resources’ Signature		Date	