

## Priority Trust Credit Union Job Description

Position: Collector  
Reports To: **Resolutions Department Manager**  
FLSA: **Non-Exempt**  
Pay Scale: \$17.00 to \$21.50 per hour

### Summary

Responsible for protecting the assets of the credit union and the credit reputation of the member, when possible, by identifying and collecting all delinquent loans which are late, delinquent, potentially delinquent or charged-off. Work with call center staff on collection of negative balance accounts.

### Essential Duties

- To ensure member service is top priority whether internally or externally; treat members and employees professionally with courtesy and respect. Keeps "Our Promise" to our members.
- Responsible for maintaining file copies of all correspondence ensuring they are placed into the appropriate files. Request and maintain consumer loan files using appropriate request forms.
- Report status of delinquency portfolio to the Collection Manager on a weekly basis.
- Assist Collection Manager with creation of monthly board reports.
- Prepare proof of claim forms and reaffirmation agreements for all bankruptcies within the assigned portfolio. Follow-up with appropriate agencies on claim forms and confirmation hearings.
- Receive and process loan, disability, and trustee payments to insure proper posting onto each account.
- Generate and send delinquent letters and demands.
- Prepare claims for repossessed vehicles through our blanket insurance provider.
- Assist call center with overdraft processing and collection of negative balance accounts. Provide back up for call center by assisting when call center is short handed.
- Locate and contact delinquent members by phone, mail or in person to discuss their account(s) in a timely and consistent manner, establish repayment schedules and follow up with members when they do not make promised payments.
- Communicate effectively with members on delinquency situations and appropriately document situations and causes in the system. Offer recommendations to Collection Manager during a member financial hardship to include extensions, refinancing, etc., or in the case of credit cards, re-writing on signature loan.
- Respond and assist credit union members with loan inquiries and problems.
- Submit corrections to appropriate credit-reporting agencies, when necessary.
- Keep updated and educated in all areas relating to law changes, collection practices, and any other areas that would enhance the Collection Department.
- Perform other duties as may be assigned by Collection Manager and other members of Senior Management.
- Actively educate and inform members on all credit union products and actively cross-sell all products/services to meet monthly referral production goals. Identify potential lending business for the member to refer to FSR's.

## **Minimum Job Requirements**

- 100 outbound collection calls per day
- Meet minimum 1-29 DOD goal provided by manager.
- Meet minimum 30-59 DOD goal provided by manager.
- Meet minimum 60+ DOD goal provided by manager.

### **Role:**

Employee shall demonstrate an understanding of and follow the requirements of all regulation compliance including but not limited to those Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Office of Foreign Assets Control (OFAC), Customer Identification Program (CIP) and Member Due Diligence (MDD) as it specifically relates to their job functions. Employees shall be trained annually in BSA/AML compliance.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Communications – the ability to speak and write clearly and effectively to achieve the desired effect in a variety of communications settings and styles. The ability to prepare and maintain confidential records and reports.
- Member Focus – the dedication to meeting the expectations and requirements of internal and external members, using feedback for continuous improvement, and developing and maintaining effective relationships.
- Time Management – the ability to effectively prioritize tasks, to use time efficiently and attend a broad range of activities.
- Creativity – the ability to generate new and unique ideas as solutions to operational or member service issues and develop non-traditional ways of doing business.
- Interpersonal Skills –A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary.
- Must be able to operate a ten key calculator and computer keyboard by touch. Must be good with detail to deal with numbers and names.
- Must be proficient in Microsoft Office products, including but not limited to Word, Excel, email, and Outlook.

## **Education/Experience**

- A high school education or GED.
- Two years to five years of similar or related experience.

### **Physical/Mental Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of the job, the employee is regularly required to stand, sit, walk, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch or crawl, and talk or hear.
- The vision requirements include close vision and ability to adjust focus.
- Nature of position requires physical mobility and the ability to lift a minimum of 50 pounds.
- Must have flexibility to deal with changing work hours and locations as needed.