



POSITION DESCRIPTION

POSITION TITLE: Collections Specialist

DEPARTMENT: Lending

CLASSIFICATION: Loan Department

Approved By:

SALARY GRADE:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Consumer Lending Manager

POSITIONS SUPERVISED: N/A

POSITION PURPOSE

Collector - Requirements listed are representative of the knowledge, skill and/or ability required by the Credit Union. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. Under Michigan Law, a person with a disability needing accommodation for this position must notify the credit union in writing within 182 days after the need is known or reasonably should have been know that an accommodation was needed.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Collection Responsibilities in Lending and Membership
 - a. Know and follow collection policies
 - b. Order/process repossessions
 - c. Communicate with attorney for judgements/bankruptcies/foreclosures/payments
 - d. File small claims and attend small claims court
 - e. Print and mail delinquent payment reminders to members

- f. Process Garnishments and levies
 - g. Maintain reports for collection statistics
 - h. Contacts members as necessary to negotiate arrangements for repayment
 - i. Understanding bankruptcy procedures
 - j. Coordinate the initiation and litigation proceedings and 3rd party collection proceedings when necessary
 - k. Assures all bond and insurance claims are filed for all instances of coverage
 - l. Coordinates with legal counsel on compliance with State and Federal debt collection laws and practices
 - m. Track and post CPI insurance postings – billing statement, and send notices
 - n. File Information in collection files
 - o. Monthly meetings with management team and accounting to review accounts and recommend accounts to be charged off
 - p. Copy and send information to attorneys and other outside agencies
 - q. Assist auditors during examinations
 - r. Track delinquent property taxes
 - s. Work negative checking accounts – monitor, close, and collect
 - t. Other duties as assigned.
2. Credit Union Employee
 - a. Ensures work area is clean, secure, and well maintained.
 - b. Assumes responsibility for related duties as required or assigned.
 - c. Assists with promotional activities.
 - d. Participates in credit union committees and special events.
 - e. Completes special projects as assigned.
 3. Professional Development
 - a. Network and attend functions outside of credit union.
 - b. Community involvement.
 - c. Team collaboration. Provide assistance, support and knowledge to lending team as well as all credit union staff.
 - d. Ensures the Credit Union’s professional reputation is maintained both internally and externally.
 - e. Represents the Credit Union in contacts with business and trade professionals.
 - f. Continual training and education.
 - g. Maintain and advance thorough knowledge of lending programs, procedures, guidelines and regulatory requirements.
 - h. Demonstrates a commitment to professional ethics and complying with all credit union, Federal and State compliance policies.
 - i. Attends seminars and online webinars/courses.

PERFORMANCE MEASUREMENTS

Lending services are efficiently and effectively provided in accordance with established Credit union policies and standards, applicable laws, and regulations.

1. Collections procedures are followed and completed on a timely basis.
2. Time management skills are optimized and productivity adequately increases or is maintained per market conditions and/or credit union policies.

3. Good attendance and professional appearance. May be required to work on site some or all allotted work schedule.
4. Professional business relations exist with external trade contacts. Questions and problems are promptly and courteously reported and/or resolved.
5. Effective working relations and coordination exist with Department and Credit union personnel. Support is requested as required. Management is appropriately informed of area activities and of any significant concerns.

QUALIFICATIONS

EDUCATION/CERTIFICATION:	High School diploma, or equivalent, preferred college degree or corresponding experience.
REQUIRED KNOWLEDGE:	Basic understanding of credit union principles.
EXPERIENCE REQUIRED:	Credit union or banking experience preferred.
SKILLS/ABILITIES:	Strong communication, problem solving and multitasking skills. Good project management abilities. Well organized, and able to meet deadlines. Able to operate related computer applications and business equipment. Be nimble to constant change in rules and regulations.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

TALKING:	Able to confidently, adequately and accurately converse with members, convey loan decisions and information at a professional level.
AVERAGE HEARING:	Able to hear average or normal conversations and receive ordinary information.
AVERAGE VISUAL ABILITIES:	Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.
PHYSICAL STRENGTH:	Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. Ability to lift 25 lbs (Almost all office jobs.)

WORKING CONDITIONS

NONE:	No hazardous or significantly unpleasant conditions (such as in a <u>typical</u> office).
--------------	---

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY:	Ability to apply logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions. Able to interpret a variety of technical instructions and can deal with multiple variables.
MATHEMATICS ABILITY:	Ability to compute discount, interest, profit, and loss; commission markup and selling price; and ratio, proportion, and percentage. Able to perform very simple algebra.
LANGUAGE ABILITY:	Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias. Ability to prepare memos, reports, and essays using proper punctuation, spelling, and grammar. Ability to communicate distinctly with appropriate pauses and emphasis, correct pronunciation (or sign equivalent), and variation in word order using present, perfect, and future tenses.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.