

Job title: Collections Specialist

Work Location: Alexandria, Virginia

Division/Department: Collections

Reports to: Collections Manager

☒ Full-time
☐ Part-time

☐ Exempt
☒ Nonexempt

Job Summary:

This position reports directly to the Collections Manager. This position is responsible for the control of late and/or delinquent accounts assigned to them; making follow-up phone calls and sending correspondence necessary to manage accounts and help members meet their financial commitments to the Credit Union.

Primary Duties and Responsibilities:

- Thoroughly documents all conversations, letters, e-mails, and faxes from members in the appropriate system(s).
- Follows up the delinquent notices by telephone and/or letters to secure a satisfactory resolution to the repayment problem.
- Identifies the reason for delinquency on all accounts by making telephone contact with the member and offers solutions based on individual member capacity in order to help members become contractually current on any past due accounts.
- Research payment posting errors that affect the status of a loan repayment. Follows through to ensure warranted corrections are completed.
- Works with Collections Manager on unusual and difficult cases, using sound judgment to request escalated collection activity.
- Follows the Collection Policies and Procedures on past due accounts to ensure all necessary actions are being taken to bring all accounts current while educating the member on the importance of maintaining a current contractual status.
- Maintains communication with repossession companies and provides them any and all current information we can.
- Skip traces on accounts as needed thoroughly documenting results.
- Responsible for compliance with all required regulations and policies, especially with all Bank Secrecy Act (BSA) and Office of Foreign Assets Control (OFAC) policies, procedures and regulations.
- Performs other duties as assigned or required to ensure member service standards are met.

Position Specifications/Requirements

- Self-directed individual with well-developed interpersonal skills, effective communications skills, both written and oral as well as time management skills.
- Detail-oriented and possess the ability to multi-task.
- Dependable and punctual individual able to work flexible hours.
- Position requires ability to master a working knowledge of Credit Union products and services.
- Position requires ability to master a working knowledge of Symitar Episys and PSCU credit card systems, along with other collections programs to include, but not limited to Accurant, PACER, E-OSCAR, Efunds (ChexSystems)
- Working knowledge of collections, servicing, foreclosure, bankruptcy procedures, and legal requirements.
- Understanding of Credit Union lending programs, policies, and default enforcement clauses.

- Thorough understanding of and compliance with Fair Debt Collection Practices Act, Fair Credit Reporting Act, Federal Bank Secrecy and Money Laundering rules required.
- Proven ability to read, write and communicate at a level consistent with the requirements of this position
- Excellent interpersonal skills and customer development skills
- Ability to work effectively and collaboratively with colleagues
- Strong attention to detail
- Good, sound, and practical judgment

Education and/or Work Experience Requirements:

- High School Diploma or equivalent
- Minimum two (2) years of collections experience (preferably with a credit union)
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external members, staff and auditors
- Excellent computer proficiency (MS Office – Word, Excel, Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards

Print Employee Name:

Employee signature:

Date:

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