

**Collector  
Full-Time**



**Department: Collections**  
**Reports to: VP Collections Manager**

**FLSA: Exempt**

**Prepared By:** SVP Operations  
**Approved By:** VP Human Resources  
**Location:** Blissfield Office  
**Starting Salary:** \$16.29/hr.

**SUMMARY:**

Responsible for the collection of all delinquent accounts of consumer, business, mortgage, visa, student loans, negative shares, and other loans as well as processing garnishments, levies, and other actions to recover past due accounts. Responsible for initiating, pursuing, and ensuring prompt recovery of all monies owed to the Credit Union that have been classified as in default.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Contacts delinquent borrowers in person, by telephone, or by mail, to encourage prompt repayment of delinquent accounts. Confers with member to determine the reason for overdue payments.
- Initiates collection actions when the member indicates no intent of fulfilling their contractual obligations on outstanding accounts, using collection methods including, but not limited to telephone calls, collection letters, home visits, transfer/hold of funds, skip tracing, repossession and or litigation.
- Reviewing the terms of contracts for all loans, visa and share accounts.
- Records information about financial status of member and status of collection efforts in the appropriate records of the credit union.
- Performs task assigned by Manager.
- Requests repossessions, small claims, and foreclosures. Prepares bankruptcy packets. Turns over accounts to Manager for further action when required.
- Complies with Fannie Mae guidelines. Monthly delinquency reporting. Monitor Fannie Mae for changes that affect Collections and keep procedures updated.
- Complete all e-Oscar disputes timely.
- Monitor all deceased accounts and notify the Collection Manager of any estates opened in probate.
- Complies with the provisions of the Consumer Credit Protection Act, Consumer Fair Debt Collection Practices Act, Federal Bankruptcy Act, Uniform Commercial Code, Fair Credit Reporting Act and the Federal Privacy Act, and any other applicable state and federal laws concerning collection activity.

**SUPERVISORY RESPONSIBILITIES:**

None

**PERFORMANCE STANDARDS:**

- Persistent in daily and weekly collection routines regarding delinquent account identification and follow up.
- Timely contact of all delinquent accounts, and documented processes that protect the credit union from loss.
- Able to attain the objectives of the Collection Department.

**QUALIFICATION REQUIREMENTS:**

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.

**EDUCATION and/or EXPERIENCE:**

- Requires High School Diploma.
- Requires a minimum of two years previous experience in collections function with understanding of the foreclosure process, construction liens, bankruptcy, repossession, secondary market (Fannie Mae or Freddie Mac) default servicing, REO, bankruptcy, legal proceedings, collection laws and procedures.
- Requires strong interpersonal and verbal communication skills.
- Requires strong written communication skills.
- Ability to function with minimal supervision.
- Requires basic knowledge of Microsoft Word and Excel.

**COMMUNICATION SKILLS:**

- Ability to read and interpret loan documents, technical procedures, policy and procedure manuals and governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to speak professionally and effectively with members and other employees of the organization.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

No requirement.

**OTHER SKILLS and ABILITIES:**

- Ability to exercise discretion and independent judgment in interpreting policies and procedures, making exceptions as required.
- Complete familiarity with lending policies and guidelines and collection policies and guidelines,
- Thorough knowledge of operations to coordinate the daily functioning of the department and to resolve employee and member problems.
- Ability to make decisions, take action, and accept responsibility for results.
- Ability to act appropriately in a business-like manner in any situation.

- Ability to operate general office machines and equipment such as typewriter, photocopier, fax machine, computers, and telephones.

**WORKING CONDITIONS:**

Branch-based, in person with travel to accommodate collection activity. Work conditions include standing, lifting, bending, stooping, reaching and mental strain.