

JOB DESCRIPTION

Job Title:	Collection Specialist-Part Time
Job Scope:	Work with delinquent and overdrawn members on an individual basis and assist as needed with collection efforts outside the credit union. Be responsible for clerical duties necessary for collection efforts. Maintain information in a business like and confidential manner.
Job Goal:	Obtain the knowledge and skills necessary to back up the Vice President Compliance / Collections in their absence.
Reports To:	Vice President Compliance / Collections
Job Duties:	<p>Maintain records in an efficient and detailed manner</p> <p>Contact delinquent members by telephone and assist them in developing plans to bring accounts to a current status</p> <p>Respond to telephone calls regarding payment notices and delinquent accounts</p> <p>Update and log activity on accounts through delinquent loan recovery system</p> <p>Follow-up on delinquent, high-balance and overdraft accounts by phone and/or letter</p> <p>Assists in the correction and adjustment of difficult or complex members account situations</p> <p>Pursue collection efforts in a uniform manner according to established policy & procedure</p> <p>Notify all concerned parties regarding status of delinquent accounts</p> <p>Train and provide back up to the Insurance Specialist.</p> <p>Assist in other operations as needed</p> <p>Other duties as assigned</p>

Daily

Make detailed records of any actions or activity regarding delinquent or overdrawn accounts (such as telephone conversations, payment received, etc.)

Review mail-ins for delinquent payments

Weekly

Review delinquent loans

Filing

Promise Due List

Collection Letters

Follow up on Collection Letters

In-put collection letters into filing system

Call delinquent VISA accounts

Monthly

VISA letters

As It Comes Up

Outside collection efforts (reposessions, foreclosures, court appearances)