

Kentucky Telco Federal Credit Union

Job Description

TITLE: SENIOR COLLECTIONS SPECIALIST

REPORTS TO: COLLECTIONS MANAGER

Position Purpose: The primary purpose of this position is to assist the Credit Union in fulfilling our mission of making a positive difference in each member's financial life. Responsible for execution of collection procedures, as directed by collection policy and Collection Manager. Communicate with members by phone and/or letter according to policy. Interact with seriously delinquent members regarding their accounts and resolve any difficulties.

Specific Duties:

1. Deliver high-quality, consistent service to external and internal members that fulfill our service promises.
 - Respectful, Resourceful, Attentive, Responsive, Accurate, and Appreciative.
2. Monitor and control delinquent accounts per collection policy. Maintain effective collection procedures on the loan accounts that are late and delinquent. Follow-up delinquent notices to secure a satisfactory resolution to repayment problems.
3. Contact delinquent members by telephone and mail to determine the reasons for delinquency. Assist members in developing plans to bring accounts to a current status. Develop work out plans and collect on overdue accounts whenever possible.
4. Update files and system accounts and run delinquent reports. Verify status of the loan and mail notice to the members.
5. Prepare legal documents and reports at the direction of the Collection Manager.
6. File all claims, attend hearings and coordinate process. Appear in court at depositions, etc. as required.
7. Partner with attorneys on accounts that have been turned over for collection and guide the litigation process.
8. Inform Collection manager of unusual problems.
9. Maintain an up-to-date and comprehensive knowledge of all credit union products and services. Maintain an up-to date and comprehensive knowledge on all related polices and procedures, rules and regulations for the collections area, including robbery procedures.
10. Complete preparation work for repossession of collateral.
11. Performs other duties as assigned.

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Position Requirements:

1. Maintain a consistent positive attitude by exhibiting a pleasant demeanor while assisting members and employees.
2. Communication and interpersonal skills to effectively work with members and co-workers.
3. Five years progressive experience in collections in a financial institution or equivalent work experience.
4. Ability to abide by Telco's Service Mission and Promises.
5. Ability to proficiently utilize a personal computer and applicable software.
6. Comprehensive knowledge of regulations and laws affecting collections and lending with emphasis on a strong working knowledge of the foreclosure, bankruptcy code and legal process.