

## *The Summit Federal Credit Union* *Collector*

### **I. Basic Functions:**

The primary function of a Collector is to recover money owed to the Summit for delinquent loan and share accounts. The objective is to collect payment from members by determining the appropriate contact method. All member contact must remain professional and comply with the Fair Debt Collection Practices Act. The Collector should make recommendations to the Senior Collector for referrals to third party vendors and utilize all available resources to effectively collect. Additionally, the collector is to be resourceful within the job duties assigned, to minimize The Summit's exposure to delinquent obligations.

### **II. Essential Functions:**

- Maintain verbal and written contact with members and others associated with overdue obligations.
- Identify the reason for delinquency by contact with members.
- Attempt to cure delinquency by assisting member with payment arrangements.
- Recover funds owed to Summit through all legal voluntary and involuntary means.
- Follow up daily on broken payment arrangement.
- Handle incoming phone calls and provide member service.
- Possess knowledge of the Credit Unions products and services.
- Document all conversations and actions accurately.
- Build relationships with members through cross selling when appropriate.
- Refer accounts repossession agencies, attorneys, collection agencies and reporting agencies as appropriate.
- Maintain a basic understanding of bankruptcy laws.
- Contact other creditors to gain information about delinquent members (Skip Tracing).
- Maintain an understanding of bankruptcy laws.
- Counsel members with financial issues and refer to Balance when appropriate.
- Respond to ACDV and complete AUD via E-Oscar in a timely manner.
- Timely filing of proof of claims bankruptcy, reaffirmation and notice of claims for deceased.

### **III. Other:**

- Maintain Fair Credit Reporting
- Maintain daily call volumes as assigned by management.
- Other duties which may be assigned by management.
- Flexible positive attitude with the desire to do the right thing for our members

#### **IV. Qualifications:**

##### **Skills:**

- Excellent written communication skills.
- Excellent communication and interpersonal skills.
- Effective communication skills with members, vendors, coworkers and supervisors
- Possess organizational skills which are necessary to maintain accurate information.
- Problem solves payment problem and research as needed.

##### **Abilities:**

- Ability to work in a team environment.
- Ability to work evenings and weekends at management's request.
- Ability to handle stressful situations and maintain composure.
- Ability to adapt to different software applications as needed.
- Perform mathematical calculations

##### **Knowledge:**

- Experience working with Microsoft Windows Software.
- Experience working with an adding machine.
- Possess knowledge of FDR (visa database), Re: Member Data and Report2Chex software applications.
- Experience collecting on consumer loan products
- Knowledge of Federal & State Laws
- Be a high school graduate or possess a G.E.D.

#### **V. Working Environment**

- Be able to sit for an extended period of time.
- Must be able to utilize/view a monitor for an extended period of time.
- Must frequently use a keyboard to enter data.

**Note:** The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.