



**City CU- Job Description**  
**Job Title: Collector**

<b>Exempt:</b>	<b>No</b>	<b>Grade:</b>	<b>50</b>
<b>Division:</b>	<b>Operations</b>	<b>Department:</b>	<b>Collections</b>
<b>Reports To:</b>	<b>Collections Manager</b>	<b>Location:</b>	<b>Ferguson</b>

**SUMMARY:**

Responsible for ensuring prompt recovery of all monies owed to credit union via loans, credit cards, and share accounts. Notifies or locates member with delinquent accounts and attempts to recover monies. Maintain compliance with all state and federal laws and regulations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Makes collection calls regarding past due accounts
- Handles inbound collection calls and inquiries
- Makes suitable payment arrangements with members to bring accounts current in a timely manner
- Documents all conversations and actions accurately in the collections database
- Ensures that all offset options have been utilized and search for associated joint accounts
- Skip traces through available sources in an attempt to locate members
- Processes incoming check and credit card payments via telephone request
- Researches member history and transactions to determine best course of action
- Monitors and review past due accounts as it relates to suspending Lines of Credit and credit card privileges
- Makes recommendations to the Senior Collector for referrals to third party vendors as it relates to repossession agencies, and attorneys as appropriate
- Prints and mails FDL's (final demand letters) and assigning accounts approved for repossession action and field call door knocks
- Prints and mails negative share letters
- Assists with the reporting of charge off negative share accounts monthly to Equifax/Tele Check
- Responds to credit bureau disputes, complete updates via 3<sup>rd</sup>-party system and process mail in disputes with accurate responses in a timely manner within established time frame per Fair Credit Reporting Act
- Maintains a basic understanding of bankruptcy laws
- Commitment to living by the Core Values of City CU.
- Performs all applicable job functions in accordance with established Credit Union BSA/AML/OFAC policies and procedures and completes required training on an annual basis

- Performs other duties as assigned by Management

**SUPERVISORY RESPONSIBILITIES:**

None Required

**PERFORMANCE STANDARDS:**

Persistence in following standard collection practices, accurately recording collection activity and file information, and maintaining a professional and positive attitude towards members and the job of collections.

**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:**

High school diploma or general education degree (GED); plus one to three years related experiences in a full service financial institution; or equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one situations to members, and employees of the credit union

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**OTHER SKILLS and ABILITIES:**

Ability to operate customary office machines such as P.C. terminal, photocopier, fax, adding machine, typewriter, and check writer. Must be completely knowledgeable in the operation of the Credit Union's electronic data processing system as applicable to teller function; input, output, account summary, member folio maintenance, balancing function and related functions.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl.

The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.