

Maintain detailed documentation regarding collection actions and prepare copies of collection material and collate as needed.

Prepare and input certain reports for special accounts and for filing miscellaneous forms to member files.

Maintain current market knowledge, share knowledge with branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.

Assure effective and accurate processes and procedures are in place to improve efficiencies and performance.

Recommend additional initiatives and strategies, coordinate departmental projects and programs to achieve goals and objectives.

Maintain accurate reporting, appropriate tracking and measurement of department activity and results. Provide information as requested for monthly business reviews, productivity tracking, business plans, goals, staffing projections.

Effectively communicate with Collections Manager on all facets of department activities and results.

Exhibit support for the organization's goals, values, initiatives, and cost control.

Adhere to Credit Union policies and all relevant regulations in connection with collection activity.

Responsible for policies and procedures within department.

Practice and enforce all safety and security precautions.

Regular attendance and punctuality are essential functions of the job.

Attend all required meetings and seminars.

Complete required annual training and adhere to all Credit Union policies and procedures, including but not limited to BSA, MIP, OFAC, Privacy and Electronic Use.

Perform other related duties as required and assigned.

KNOWLEDGE AND SKILLS

Strong people management skills; able to build and foster teamwork; coach, train and develop employees.

Excellent verbal, written and interpersonal communication skills with the ability to explain programs, loan terms, features, policies and benefits to members and business partners.

Strong understanding of repossession, remarketing, and auction processes.

Strong relationship building and teamwork skills.

Demonstrated track record of exceeding established goals and providing excellent member service.

Strong attention to detail and excellent organizational and time management skills; ability to manage multiple priorities and deadlines.

Excellent analytical, problem solving and decision making skills.

Ability to compile data and analyze financial information for use in others' decision making and legal purposes.

Must be proficient in MS Office (Outlook, Excel, and Word).

Display a professional appearance, demeanor, and dress.

Ability to maintain confidences.

EDUCATION AND EXPERIENCE

Three to five years of experience in automotive repairs, insurance claims, or in automotive repossession, distribution, and remarketing.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Talking:	Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
Average Hearing:	Able to hear average or normal conversations and receive ordinary information
Repetitive Motion:	Movements frequently and regularly required using the wrists, hands, and/or fingers. Requires repetitive stooping, kneeling, or crouching.
Average visual abilities:	Average, ordinary, visual acuity necessary to prepare or inspect documents or products or operate machinery.
Physical strength:	Sedentary work; sitting most of the time. Exerts up to 10 lbs of force occasionally.
Finger Dexterity:	Using primarily just the fingers to make small movements such as typing, picking up small objects, pinching fingers together, feel objects, tools, or controls.

WORKING CONDITIONS

No hazardous or significantly unpleasant conditions. Noise level is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Position descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

I have read and received a copy of the position description.

Employee

Date