

Job Title

Loan Adjuster I

Short Description

The Loan Adjuster I is primarily responsible to preserve, protect, and safeguard the Credit Union's assets. This position reports to the Collections Manager and has no supervisory responsibility. The primary function of this position is to protect the Credit Union's assets by identifying and collecting consumer loans, mortgage loans, negative share/share draft accounts, and Credit Union credit cards which are late, delinquent, potentially delinquent or charged off by using job-relevant technical skills while maintaining, updating, and enhancing technical and service skills while ensuring strict compliance with state and federal collection regulations in all practices.

Full Description**Key Responsibilities:**

- Monitor payments for late and/or delinquent loan and VISA accounts
- Monitor effective control procedures for late and/or delinquent or potentially delinquent loans or negative share accounts
- Maintain privacy and confidentiality of members' personal and account information
- Mail delinquent notice letters to members with past due accounts
- Contact delinquent members to discuss their loan account/credit card and negative share/share draft accounts and proposed payment arrangements
- Follow up on delinquent accounts by telephone, personal contact, or written correspondence to secure a satisfactory resolution of repayment and/or payment arrangements
- Handle all inbound collection calls and inquiries
- Interact with members to determine reason for delinquencies to offer possible solutions for resolution
- Document all conversations and collection actions taken accurately in collection database
- Process loan due date extensions and notifies members of status via mail
- Skip traces through available sources to locate members
- Meet with Collections Manager as needed to discuss member accounts, trends, departmental progress, and other updates
- Maintain professional reputation throughout the collection process
- Make recommendations and coordinate repossession, foreclosure, and legal actions
- Handle all aspects of the collateral loan repossession process including acquisition and liquidation
- Handle all aspects of the collateral loan foreclosure process including acquisition, maintenance, and sale of OREO properties that are in default
- Serve as liaison between credit union and outside legal counsel regarding collection accounts, not limited to bankruptcy
- Handle all aspects of loan payment protection including

preparing, filing and procession Credit Disability, Credit Life, and GAP insurance payments

- Monitor all collateral loans for minimum insurance requirements and coordinate with CPI company
- Ensure the uploading of insurance documentation in CPI company and communication with members
- Adjust member loans when CPI is company added to/removed from their loan
- Handle and investigate member credit report disputes and discrepancies as needed per Fair Credit Reporting Act (FCRA)
- Research transaction posting mistakes and/or payroll deduction errors that have or may have affected the status of the loan repayment
- Perform specific and delegated duties as assigned by management as needed

Education

Associate degree or related experience required

Additional Comments

Essential Qualifications and Competencies:

- Associate degree or related experience required
- 1-2 years financial services and/or collections experience preferred
- Excellent written and oral communication skill
- Ability to handle confidential information
- Must have excellent member service
- Ability to multitask
- Must be able to work in a team environment and take direction from multiple supervisors/managers
- Work must be completed with quality and accuracy - detail oriented

Credit Union

APCO Employees Credit Union

State

Alabama

Contact Name

Human Resources

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Fax

Expiration Date

06/30/2023