

Job Title Collector

Short Description

Purpose: The primary purpose of this position is to assist Atlanta Postal Credit Union to live out our Mission, "To help our members achieve financial success by providing exceptional products and service." A key component of this mission is to provide outstanding service to both internal and external members, including recommending products and services to our members that will improve their financial life.

You will speak with members over the telephone. With empathy, you will work to bring delinquent accounts current. Consistently maintain a kind attitude with a customer-centric focus in a fast-paced environment.

Full Description

Do you have TERRIFIC customer service skills and want a career? Apply now!

- 99% of the cost of employee healthcare covered by the company
- 100% of the cost of dental and vision covered by the company
- Mission dedicated to serving the credit union members (our consumer)
- Culture focused on employee engagement

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Duties and Responsibilities

1. Deliver outstanding service to both internal and external members that is in alignment with our Service Promises.
2. Make phone calls to accounts/members in queue
3. Determine why account is delinquent
4. Research any pay history disputes
5. Make payment arrangements with members
6. Refinance as an option
7. Send letters if unable to reach member
8. Document all conversions and discoveries
9. Comply with all aspects of BSA/AML and OFAC regulations as they relate to this position.
10. Perform other duties as assigned.

Qualifications:

1. 1 - 2 years' experience in a customer service and/or a collections position.
2. Previous Credit Union, Banking or Financial Institution experience a plus.
3. First party collections experience preferred.
4. Excellent communication skills with professional phone etiquette.
5. Ability to motivate member (customer) behavior
6. Ability to manage time and deliver results

- 7. Computer literacy
- 8. Reliability
- 9. High school diploma

Physical Job Requirements:

Must be physically able to operate a variety of automated office machines such as calculator, typewriter, computer, printer, facsimile, telephone, copier, etc. Must be able to stand, bend and stoop as needed. Must be able to lift and/or carry weights up to 20 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

The requirements for the position listed are general and are not all inclusive. If you have any questions concerning this position, please contact Human Resources.

A credit report will be generated and reviewed for all applicants.

Education	High school required, Associates degree preferred
Additional Comments	Join our lending team in following up on with members regarding their loans.
Credit Union	Atlanta Postal Credit Union
State	Georgia
Contact Name	Ginger Wallis
Email	gwallis@apcu.com
Phone	770-617-9057
Fax	
Expiration Date	06/30/2022