

Job Title	Collections Representative
Short Description	The primary function of a Collector is to recover money owed to the Credit Union 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 Collections Manager 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 Credit Union's exposure to delinquent obligations.
Full Description	<p>Major Duties and Responsibilities:</p> <p>Maintain verbal and written contact with members with overdue obligations. Attempt to cure delinquency with payment collection, payment collection, payment arrangements, joint borrower or guarantor contact or other options provided in the loan contract. Appropriately document all conversations and actions accurately. Refer accounts for skip tracing, repossession, reporting agencies as appropriate. Maintain a basic understanding of bankruptcy laws.</p> <p>Experience:</p> <p>A minimum of one year of collections experience. Bi-lingual skills required: Spanish and English.</p>
Education	A high school degree or equivalent
Additional Comments	<p>Interpersonal Skills:</p> <p>A significant level of trust, credibility and diplomacy is required. In-depth dialogues, conversations and explanations with customers, direct and indirect reports and outside vendors can be of a sensitive and/or highly confidential nature. Communications may involve motivating, influencing, educating and/or advising others on matters of significance.</p> <p>Physical Requirements:</p> <p>Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 5 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer, sitting for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of regular, reliable and timely attendance.</p> <p>Community First Credit Union is an Equal Opportunity Employer M/F/D/V</p>
Credit Union	Community First Credit Union
State	Florida
Contact Name	Sylvie LaBerge
Email	laberges@c1cufl.org
Phone	904-371-8030
Fax	
Expiration Date	10/31/2020