

Position: AVP Member Solutions

Job Level: 13

Location: Tallahassee, FL

Reports To: VP Member Solutions

Duties: The selected candidate must have the skill set to monitor and supervise the work load in the Member Solutions department as well as department staff and vendor management to ensure a smooth and efficient flow of work. The candidate must have the ability to ensure courteous and considerate interface with members at all times. The candidate must prepare or provide reports as needed to Accounting, Administration or Auditors correctly and in a timely manner. The selected candidate must be able to review collection and recovery reports to ascertain status of collections and outstanding balances and to evaluate effectiveness of current collection policies and procedures. The candidate must analyze delinquent accounts and prepare reports on high risk accounts including recommendations for resolution and or charge off recommendations. The candidate will be responsible for the management and maintenance of the credit union's repossession process and program as well as the maintenance of negative share processes.

Qualifications: A four (4) year degree in Finance, Accounting or related field. Seven (7) years of related experience with at least one (3) year in a supervisory capacity; or equivalent combination of education and experience may qualify. Must be familiar with collection practices and legal processes.

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