

Position: Member Solutions Coordinator
Availability: Monday-Friday and some Saturdays
Location: Tallahassee, FL
Reports To: AVP / Member Solutions

Duties

Provide exceptional member service to all internal, external, and potential credit union members that meet the Service Promises and Standards of the Credit Union.

Provides exceptional member service to all internal, external, and potential credit union members and meet or exceed the Service Promises and Standards of the credit union. Responsible for creating a robust training program, training new hires, new hire materials, maintaining department procedures and assisting in policy updates. Ensures compliance with company policies and procedures, state and federal laws including but not limited to FD CPA, FCCPA, TCPA, Bankruptcy and Repossession. Maintains current working knowledge of regulations and rules regarding collections/recovery practices. Responsible for loan modification process, including but not limited to approval, ensure proper documentation, identifying when a modification is not necessary, missed opportunities, etc. Coach staff and train staff on how to identify opportunities for loan modification. Coach staff and work with business development on assisting members in hardship. Manages projects related to the Member Solutions area and collections efforts.

Qualifications

Four-year college degree in Business, Finance, or related field. A minimum of 5 years of Financial Services experience with at least 3 years of collections experience. A combination of education and experience will qualify. Must adequately demonstrate prior knowledge and experience with collections practices. Ability to travel and provide own transportation. Varying hours (nights, weekends and holidays). Must be bondable. Must adhere to all applicable Bank Secrecy Act (BSA), Anti-Money Laundering (AML), and Office of Foreign Assets Control (OFAC) laws and regulations.

Apply To: hr@envisioncu.com