

**Job Title** Collections Officer

**Short Description** Jax Federal Credit Union is seeking a Collections Officer to preserve the Credit Union's assets by controlling delinquent loan accounts, collecting delinquent loan payments and/or recovering collateral.

**Full Description** Jax Federal Credit Union is seeking a Collections Officer to preserve the Credit Union's assets by controlling delinquent loan accounts, collecting delinquent loan payments and/or recovering collateral.

Status: Full-time (approximately 40 hours per week)

Location: Park Street Building, 562 Park Street, Jacksonville, FL 32204

**Major Duties and Responsibilities**

Informs management of trends in loan underwriting contributing to delinquent/charged-off loans.  
Testifies at legal proceedings as required.  
Maintains accurate files and reports on all collection activity.  
Analyzes financial situation of delinquent borrowers; makes recommendations to repossess collateral when other arrangements to bring the loan current are unsuccessful.  
Contacts delinquent accounts by phone and mail; takes appropriate action to bring current.  
Performs other job-related duties as assigned.

**Knowledge and Skills**

**Experience**

One to two years of Collections/Recovery and/or customer service experience.

**Education/Certifications/Licenses**

A high school education or GED.

**Interpersonal Skills**

A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary.

**Other Skills**

Ability to calculate figures and amounts, such as discounts, interest, percentages, rates, ratio, and yields.

## ADA Requirements

### Physical Requirements

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### Working Conditions

The noise level in the work environment is usually moderate.

### Mental and/or Emotional Requirements

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be able to perform basic mathematical calculations with extreme accuracy. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters. Must be able to stay calm when being challenged by customers in a stressful manner.

### Acknowledgment

Nothing in the position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Job description is not a contract and should not be constructed as a guarantee of employment for any period of time.

We are an Equal Opportunity Employer and do not discriminate

against employees or applicants based on race color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

**Education** A high school education or GED.

**Additional Comments** Apply online by visiting <https://www.jaxfcu.org/careers/>

**Credit Union** Jax Federal Credit Union

**State** Florida

**Contact Name** Aimee Haga

**Email** ahaga@jaxfcu.org

**Phone** 904-475-8023

**Fax** 904-350-9356

**Expiration Date** 06/15/2022