

<b>Job Title</b>	Collections Specialist
<b>Short Description</b>	<p>We are looking for enthusiastic and detail-oriented individuals who will be dedicated to providing exceptional service to our membership.</p> <p>The individual in this role will be responsible for providing clerical assistance to the Collections Department.</p>
<b>Full Description</b>	<ul style="list-style-type: none"> <li>• Receive and assist members in person and on the phone.</li> <li>• Process department correspondence.</li> <li>• Consistently maintain accurate files and in-system notations, with proficient use in all electronic systems to achieve contact/communication with members.</li> <li>• Meet collection department phone call goals. Early initial and frequent calls to members, co-signers, and guarantors for payment in delinquent loans.</li> <li>• Prompt follow-up according to procedures for non-payment, with routine communication with supervisor for actions to be taken if loan collateral is in jeopardy.</li> <li>• Collect on delinquent/overdrawn share, share draft accounts, and return-deposit items.</li> <li>• Knowledgeable about products and services the credit union offers.</li> <li>• Handle a variety of member service functions to include loan payments, transfers, file maintenance and account changes.</li> <li>• Compliant with applicable laws and regulations and maintain strict privacy regarding member account information.</li> <li>• Complete other duties as assigned.</li> <li>• Physically present at work during business hours or working remotely under management-approved conditions to perform essential job duties.</li> </ul> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> <li>• One (1) year directly related customer service experience in collections.</li> <li>• Prefer consumer collections experience within a financial institution.</li> <li>• Must be bondable</li> </ul> <p>Skills/Abilities:</p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills both written and verbal.</li> <li>• Attentive to detail, accuracy with numbers and record-keeping, with good follow-up.</li> <li>• Ability to remain calm, patient, objective and professional when presented with difficult situations.</li> <li>• Ability to prioritize responsibilities and work in a time-sensitive environment.</li> <li>• Ability to understand and apply detailed regulations, procedures and information about all products/services.</li> <li>• Ability to operate all related computer applications and business equipment.</li> </ul>
<b>Education</b>	High School Diploma or equivalent
<b>Additional Comments</b>	Please apply at:

<https://www.tmhfcu.org/careers>

<b>Credit Union</b>	TMH Federal Credit Union
<b>State</b>	Florida
<b>Contact Name</b>	Maria Legate
<b>Email</b>	mlegate@tmhfcu.org
<b>Phone</b>	850-402-5301
<b>Fax</b>	
<b>Expiration Date</b>	01/31/2022