



Position: Collector

Department: Collections

Position Reports To: Collections Manager

Position Summary

In this fast-paced, challenging role, you will become part of our dynamic Collections team that is responsible for assisting customers with resolving issues that have caused them to fall behind on their loan payments. By working in a supportive way to identify and pursue effective loss mitigation options that satisfy the customer and reduce losses for the company, you will be instrumental in maintaining and expanding the lifelong financial partnerships we deeply value with each of our customers.

Position Duties and Responsibilities

To succeed in this position, you must be able to satisfactorily perform common occurrences of each of the following under direct supervision from your manager:

- Initiate and receive a large volume of customer phone calls dealing with consumer and mortgage loan delinquencies on a daily basis.
- Actively listen to and respond to customer needs while having a courteous and helpful attitude.
- Analyze the customer's situation and collateral risk to identify alternative solutions, including repayment plans, loan modifications, short sales, forbearance plans and deed-in-lieu agreements.
- Consult with customers to identify, negotiate and pursue the appropriate loss mitigation option that best maximizes customer satisfaction and reduces the company's loss risk.
- Prepare and file bankruptcy-related documentation and claims with courts and attorneys.
- Assign repossession requests and process associated paperwork.
- Collaborate with co-workers in your department and in other departments and branches to provide effective and efficient service to our customers.
- Develop and maintain a comprehensive knowledge of the company's products and services.
- Understand and comply with applicable Federal and State laws, banking regulations and OE Federal Credit Union's policies and procedures.
- Perform other related duties as assigned.

Position Qualifications and Skill Requirements

- High School Diploma/ GED required.
- Six months of work experience in a collections or loss mitigation capacity required; one year of work experience in a phone-based bank or credit union collections or loss mitigation capacity preferred.
- Excellent verbal communication skills required.
- Good written communication skills preferred.
- Bilingual in English and Spanish preferred.



Physical Requirements

- Must be able to occasionally lift, carry, push or pull up to 15 lbs.
- Must be able to sit for prolonged periods of time and walk/stand for brief periods of time.
- Must be able to repetitively use a telephone and a computer mouse and keyboard.