



<b>Job Title</b>	<b>Senior Member Solutions Associate</b>
<b>Reports To</b>	<b>Credit Risk Manager</b>

## **PURPOSE**

The Senior Member Solutions Associate is responsible for performing collection activities through correspondence with members in a manner that conforms to the needs, policies, procedures, and core values of the Credit Union. This includes maintaining the best public relations possible for the Credit Union, while complying with applicable federal and state laws.

## **FUNCTIONS**

- Responsible for member marketing of the Credit Union and knowledge of all services offered to a degree that will enable answering questions or referring members for specific services.
- Completes the following assigned collection activities:
  - The collection of all assigned delinquent and charged-off consumer loans and credit cards, regardless of complexity or difficulty of account.
  - Sustains contact with assigned members with delinquent loans or negative accounts for the purpose of obtaining payments, arranging for a payment schedule to bring the loan current, rescheduling existing payments and negotiating payoff deadlines.
  - Processes all assigned bankrupt accounts and complete all forms required by the Bankruptcy Court. Negotiate reaffirmation agreements as appropriate. Post loan payments from the Bankruptcy courts and trustee.
- Administers repossession of collateral securing delinquent loans and provides the disposition of repossessed property as provided by law and Credit Union policy. Prepares appropriate notices of repossessed property as required by law and Credit Union policy.
- Assigns charged off accounts to an attorney or collection agency for appropriate action after in-house efforts have failed to collect. Posts payments received on charged off loans or negative accounts.
- Completes small claims documentation and filing of complaints, and processing of all levies, garnishments, attachments, etc. received by the Credit Union.
- Maintains records of derogatory information on member accounts, including, but not limited to, pay records, levies, garnishments, NSF's and skip traces.
- Updates account status and database regularly.
- Analyzes member financial documentation to determine feasible workout options. Prepares necessary analysis and documentation to complete loan modification

agreements, repayment plans, and other workout options. Identifies and submits qualifying workout cases to Credit Risk Manager for approval.

- Alerts Credit Risk Manager of members unwilling or unable to pay when necessary.
- Advises credit-reporting agencies of accounts with derogatory information and adheres to regulations regarding correcting credit reports.
- Settles disputes of credit reports with members and the credit reporting agencies.
- Performs the collection of ATM, VISA Checkcard, NSF and charge back overdrafts, and other collection matters.
- Maintains familiarity with credit union polices and procedures, as well as state and federal laws relating to collections.
- Performs other duties as assigned.

**AUTHORITY**

The incumbent is authorized to take any action to carry out the responsibilities assigned by the Credit Risk Manager, so long as such action does not deviate from established policies and represents sound business judgment; except for specific limitations placed on the incumbent’s authority by specific assignments to other personnel.

**PREREQUISITES FOR THIS POSITION**

- **Minimum Education:** High school graduate or equivalent.
- **Minimum Experience:** Three years in account collection field, including experience in small claims and repossessions. Financial institution experience in collections is highly desirable.
- **Personal Characteristics and Skills:** Must be of the highest integrity, in good health and with personal habits above reproach. Must practice confidentiality. Must have the ability to meet and work effectively with people of varying levels of education and experience and be able to communicate, both written and orally with same. Must be interested in the welfare of people. Must have a high degree of initiative, excellent organizational skills, and the proven ability to make sound decisions.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date