

Job Description

Job Title	Collector I	Job No.	NE-05
Division	Lending Services	Effective Date	June 2014
Department	Indirect Auto Lending	Current Revision	
Unit	Collections	Approvals	CH, TG

Job Reporting Relationships

Supervised by:	Collection Manager
Supervises:	None

Basic Qualifications

Education/Training: A high school diploma or equivalent.

Skill(s): Proficient PC, reading, writing, and grammar skills; proficient mathematics skills; proficient interpersonal relations and communicative skills; a thorough knowledge of regulations affecting the collections function; visual and auditory skills.

Experience: None required.

General Responsibilities

Responsible for performing collection and administrative duties to support the collections function; coordinating work within the unit or department, as well as with other units or departments; complying with operating policies and procedures established for the collections function; communicating with appropriate personnel; responding to inquiries or requests for information; maintaining appropriate records and providing assigned reports.

Essential Duties

1. Performs collection and administrative duties to support the collections function of which the following are illustrative:
 - a. Receives and reviews daily a computerized listing of all assigned delinquent loans.
 - b. Communicates with delinquent borrowers in attempting to obtain late payments and establish repayment plans to bring account current, using various means of contact such as telephone and letters; utilizes effective human relations skills and various forms of persuasion to present a positive bank image in an already negative situation.
 - c. Utilizes methods of collection under terms of the loan contract, depending on the feasibility and applicability of each case if initial recovery attempts do not secure required payment; recommends repossession of collateral if the delinquent situation requires such action.
 - d. Interviews borrower to ascertain reasons for delinquency; analyzes the borrower's financial situation and counsels the borrower concerning possible options; recommends adjustment procedures to be followed or appropriate action to be taken.
 - e. Documents all collection actions taken, such as telephone conversations, alternative financial arrangements made, letters mailed, etc.
 - f. Establishes and maintains records relating to delinquent loan accounts; updates delinquent account files by indicating the date(s) payment(s) is received.
 - g. Reviews Bank records and transactions to resolve misapplied payments, researching account transactions to ensure that payments are properly credited; evaluates payments (regular and irregular) being made on delinquent accounts and determines how the payment will be applied, i.e., principal, interest, escrow/legal/collection, and late charges, or payment is unacceptable.
 - h. Locates customers with whom the Bank has lost contact; tactfully and resourcefully tries to probe for information leading to the location of the delinquent customer.
 - i. Notifies customer of his/her rights and amount due; informs customer of final sale, amount, and further obligation, if any.
 - j. Assists in the preparation of past-due loan report for use by management.
 - k. Assists in preparation of monthly reports for Investors, delinquency, and

internal reports as required.

- l. Contributes to the soundness of the installment loan portfolio through prompt collection of delinquent accounts.
 - m. Maintains control over delinquencies with respect to a satisfactory percentage of past-due accounts.
 - n. Contributes to the Bank's growth and customer satisfaction by helping customers to resolve problems with their banking transactions.
2. Abides by the current laws and organizational policies and procedures designed and implemented to promote an environment which is free of sexual harassment and other forms of illegal discriminatory behavior in the work place.
 3. Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the Bank's compliance with all regulatory requirements, e.g. Fair Debt Collection Act, Fair Credit Reporting Act, Equal Credit Opportunity Act, etc.
 4. Coordinates specific work tasks with other personnel within the unit or department as well as with other units and departments in order to ensure the smooth and efficient flow of information.
 5. Complies with established operating policies and procedures in order to maintain adequate controls and to support the Bank's adherence to outside regulatory requirements.
 6. Communicates with management and staff personnel in order to integrate goals and activities.
 7. Responds to inquiries relating to his/her particular area, or to requests from other Bank personnel, customers, etc., within given time frames and within established policy.
 8. Maintains appropriate records and provides assigned reports.

Ancillary Duties

1. Performs multiple tasks, duties, and jobs throughout the division, department, or unit in a way that permits the Collector to be assigned to various activities, depending upon the characteristics and volume of the work.

Job Location

Wilkes-Barre Office, first floor

Equipment/Machines

1. Telephone
2. PC/Computer keyboard
3. Printer
4. Calculator
5. Copy machine
6. Fax machine