

**Position Title:** Collections Manager  
**Reports To:** Director of Risk and Recovery  
**Category:** Exempt  
**Status:** Regular Full-Time

### **Position Summary:**

Direct, supervise and coordinate the day to day operations of the Collections Department to minimize delinquency and maximize recoveries in compliance with state and federal regulations and Tidemark Federal Credit Union policies and procedures. Performs all the duties of a Collector including follow up on delinquent loans, legal actions, bankruptcies, repossessions and foreclosures; interfacing with attorneys; and monitoring the work and workload of staff.

### **Tasks:**

- ❖ Responsibilities include, but are not limited to the following:
  - Takes initiative in ensuring that collection policies, procedures, practices, and documentation meet federal and state regulations and the member and credit union's needs.
  - Leads by example when assigning, monitoring and supervising the work load in the department via staff and vendor management to ensure the smooth and efficient work flow.
  - Prepare payment reduction or extension requests for loan department review.
  - Audits delinquent accounts considered to be uncollectible to ensure maximum efforts have been taken before assigning bad debt status to account also known as "uncollectible".
  - Coordinates with others -- including personnel of service and system providers, credit card companies, credit bureaus, insurance companies, and collateral protection agencies.
  - Acts to repossess, foreclose, and take possession of collateral securing delinquent loans. Conducts evaluations of collateral and arranges for the disposition of it.
  - Represents the credit union in court concerning legal processes connected with collection, bankruptcy, and other creditor/debtor situations. Attends hearings concerning bankruptcy and presents testimony on behalf of the credit union.
  - Effectively manages collections software to maintain a chronology of collection activity for every delinquent account, and provide weekly, monthly, and quarterly reports of collection results.
  - Communicate effectively and professionally with members, credit union staff and Management.
  - Recommend process enhancements to improve and automate the Collections area.
  - Manage the credit union's OREO properties. Evaluate properties for list price, listing with agent, selling process, ensure hazard coverage on properties and terminations when sold.
  - Work with escalated accounts and lending staff to renegotiate terms, rewrite or restructure accounts according to policy in effort to encourage repayment of delinquent debt while not incurring additional risk to the credit union.
- ❖ Supervisory Responsibilities:
  - Directly supervises employees in the collections department.
  - Ensure staff is properly trained to perform expected duties.

- Ensure staff is providing quality member service to internal and external members and vendors.
- Assign, monitor and supervise the workload in the Collection Department via staff and vendor management to ensure the smooth and efficient flow of work. Always ensure the courteous and considerate interface with members.
- Handle escalated member concerns/issues as necessary.
- Carries out supervisory responsibilities in accordance with the credit union's policies and applicable laws.
  - Responsibilities include training employees, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems; recommending updates to policies and procedures to better meet the credit union's needs. Prepare monthly Collections Department Reports to incorporate into the Risk and Recovery Report.

**Basic Qualifications:**

- Ability to plan, supervise and exercise effective leadership to the department and effectively interact with vendors.
- Strong verbal, written communication skills, organization and attention to detail required.
- Effective interpersonal skills and ability to work with staff and members in a professional, approachable, and positive manner.
- Knowledge of bankruptcy, repossession and foreclosure required.
- Must possess strong problem-solving skills.
- Proficient in the use of personal computers and software including Microsoft Office (Word, Excel and Outlook) required.
- Periodic lifting of up to thirty-five pounds will be occasionally required.
- Bending, squatting, twisting, kneeling, and reaching above and below shoulder level may be occasionally required.

**Educational Background and Experience:**

- Bachelor's degree (B. A.) from four-year college or university; plus, three to five years' related experience at a financial institution; or equivalent combination of education, training and experience.

X \_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

X \_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date