



JOB DESCRIPTION

Job Title: Collection Specialist

Division: All Divisions

Type of Position: Full Time Part Time Exempt Non-Exempt

General Duties and Responsibilities

- Add value to the Company by capably performing the requirements of the position
- Support the vision, mission and guiding principles of the Company
- Adhere to Company operating procedures, benefit rules, and employment policies/practices
- Participate in learning and professional development opportunities relevant to the position

Summary Description:

The Collection Specialist will engage with borrowers on the phone to explain options for resolving debt and will facilitate repayment, consistent with federal, state, and Company regulations and policies.

Essential Duties and Responsibilities:

- Meet production and attendance standards set by the Company
- Maintain current knowledge of the contract and explain its provisions accurately to borrowers
- Maintain current knowledge of compliance requirements and apply knowledge appropriately to protect the borrower and the Company in daily collections activity
- Engage with the borrower in a problem-solving effort, skillfully addressing any objections raised to repayment
- Solicit borrower income and expense information in order to accurately identify eligibility for various loan repayment programs
- Accurately and objectively inform the borrower of all repayment options
- Ensure all necessary paperwork is completed and returned by the borrower
- Monitor payments made by borrowers in order to minimize the number of delinquent accounts.
- Properly and timely document the appropriate computer-based record with details of all transactions
- Maintain dialog with supervisor to determine when accounts are uncollectible and to take the appropriate action

- Actively assist new hires in integrating into the work group and becoming quickly productive
- Remain current with certification and testing requirements, e.g. FDCPA and Cyber Security

Competencies/Specific Experience or Training Preferred:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge, Skills and Abilities

- High school diploma or GED strongly preferred
- Proficiency in use of computer; minimum typing/keyboarding at 35 wpm
- Strong verbal communication skills, including active listening, proper grammar and sentence structure, clear enunciation, and a pleasant phone voice
- Ability to document accounts accurately and succinctly, using proper grammar, spelling and phrase/sentence structure
- Math capabilities sufficient to analyze, adjust, and communicate account information and payment options
- Strong attention to detail; consistently accurate in representations to borrower and documentation of account.
- Ability and skill in identifying and addressing root cause issues that impact borrowers' ability to repay debt
- Effective interpersonal skills; ability to identify and present solutions that are appropriate for the individual borrower
- Solid time management skills, e.g., productive use of time on outbound calls, efficient documentation of the record
- Active cooperation with the others in the work group

Equipment and Applications

- Computers and peripheral equipment
- Designated software applications
- Telephones, copiers and other office equipment

Job Conditions:

The physical and mental demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The following demands are relevant to performing the duties of this job:

Physical Demands

- Required to reliably report to work in an office and adhere to a designated schedule
- Frequently required to sit; use hands to repetitively finger (e.g., keyboarding), handle or feel; reach with hands and arms; and talk and hear
- Occasionally required to move through the work environment, from one area to another
- Occasionally lift and/or move up to 30 pounds
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus
- The noise level in the work environment is usually low

Mental/Emotional Demands

- Must balance the competing demands of the role while maintaining a high level of accessibility to department leadership
- Concentration and focus required for managing time and maintaining high level of productivity and quality
- Must maintain consistently professional and collaborative behavior in stressful situations
- Required to frequently alter work plans in response to changing conditions and requirements
- Required to independently apply principles and influence people to solve problems
- Must comprehend requirements with minimal guidance or reliance on oral or written instructions

Employee Signature

Date

Supervisor's Signature

Date

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or status as a qualified individual with a disability or Vietnam era or other protected veteran.