HOMELAND CREDIT UNION, INC.
POSITION OPEN
FULL TIME COLLECTION AND RECOVERY REP

Homeland Credit Union, Inc. is currently seeking an experienced Collections and Recovery Representative. This position requires your skills to resolve and assist our membership with payment plans, contact members for payment, review accounts for skip tracing and handle all aspects of the collections track.

Specific job requirements and duties are:

- Presents professionalism in their job, courteous and friendly attitude toward fellow employees and our membership is a must.

- Makes telephone contact with delinquent loan accounts following our HCU Collections Policy Manual.

- However, other loan delinquency queue work may be required as you work toward a successful resolution.

- Some administrative and reporting duties will be incorporated as we work to improve and ensure we are making our goals.

- Review member accounts for repossession, garnishment/legal work and for the appropriate steps of resolution.

- Responsible for tracking our charged off loans to ensure recoveries are possible. This candidate will collect on and work our existing book of charged off member loans for all available avenues of recoveries

- Will be required to provide general credit union information to members either over counter or by telephone-answering questions or helping members on all loan account inquiries concerning errors or misunderstandings pertaining to payments and/or their account payment set up.

- May be required to perform other related duties on behalf of our membership, our credit union and to the general area of recovery and collections.

A degree in business or a related field is preferred. This position requires at least 3 years of previous collections experience with working knowledge of the Fair Debt Collection Practices Act (FDCPA). Excellent communication and people skills are a must. Proficiency in the Microsoft Office Suite of products is required.

Please send your resume directly to khopper@homelandcu.com for immediate consideration.