



## POSITION DESCRIPTION

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Position: Director of Special Accounts (Collections)  
Grade Level: 14

### Position Overview

Under general supervision, The Director of Special Accounts will direct and manage the daily operations of our collections department and fraud recovery. This candidate will lead/supervise multiple staff members, maintain and develop our vendor, collection agency, government agencies, and attorney relationships, manage reporting requirements and ensure compliance with all appropriate collection laws and regulations.

### Essential duties and responsibilities:

- Present professionalism and teamwork, courteous and friendly attitude towards members, employees, and co-workers
- Manages daily collections activities of all Collections Department personnel to ensure we are maintaining appropriate delinquency ratios and maximizing our opportunities for collections/recoveries
- Manages daily fraud mitigation work and recovery agent work being performed by HCU
- Responsible for identifying and coaching collections/fraud recovery staff to ensure excellence in member service and performance
- Will be instrumental in the maintenance, development and implementation of all of our necessary collections/recovery work goals and expectations
- Works to ensure our Collections Policy and Procedures Manual is current, relevant to HCU and is updated to ongoing “Best Practices” in our industry and is compliant with the ever-changing legal landscape in the collections environment
- Reviews and manages Charge-Off activities at acceptable operating levels
- Must have working and specialized knowledge in collection law to ensure our collection actions are in full compliance with all Federal and State laws regarding collections – including but not limited to the FDCPA, SCRA, FCRA and Bankruptcy Law
- Manages all vendor relationships including our collection attorneys, collections agencies, repossession agents and auction representatives
- Works with our third-party legal counsel to ensure we are able to implement maximum collection actions on deceased accounts, bankruptcies and court actions
- Will work toward developing and approving of member loan workout plans, loan restructures, member need assessments and all avenues of collection work for the ultimate payment, recovery and resolution of our loan balances
- Responds and works with our members regarding complaints and any concerns that arise within the framework of our collection activities
- Responsible for the work with law enforcement, governmental agencies, and attorneys seeking documentation for criminal, fraudulent, or any other legitimate reason
- Prepares and reviews daily, weekly, monthly, quarterly and annual collection financial and statistical reports specific to the industry and the collection environment – will make leadership recommendations based upon these stated goals/reports
- Must be familiar and stay current with all State and Federal laws and regulations – training will be provided as requested/necessary
- Performs other related duties for and on behalf of HCU in the area of loan underwriting, collections and legal actions
- May be required to travel to other branch offices, as needed from time to time
- Other related duties and management level functions as might be required for the efficient and effective operation of the CU, or as might be assigned from time to time by the credit union leadership team



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- **SUPERVISORY RESPONSIBILITIES:** Manages departments and is responsible for the overall direction, coordination, and evaluation of these area of operations. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Will work with Human Resources for interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- The ability to manage multiple personnel and ensure a culture of employee engagement and member service excellence is required in order to be successful for this position.

### Minimum Requirements:

- Bachelor's degree in a business/banking or related field with a minimum of 5 years of relevant work experience is necessary. In lieu of degree, the candidate can have 10 years of financial institution experience at a senior level of collections management/fraud recovery leadership.
- A thorough understanding of the Fair Credit Reporting Act, the Fair Debt Collections Act and the Service Members Civil Relief Act along with a good working knowledge of loan collection techniques and collection resolution practices are required. Candidate should have knowledge and experience working with attorneys and with court actions, credit disputes, bankruptcy procedures, garnishments, foreclosure steps, repossession/settlement practices and charge-off requirements.
- Business or Collections appropriate certifications are preferred, but not required

### Competencies and Communication Skills:

- Ability to operate a computer to access the credit union's core system and collections system is required. Competency in the Microsoft Office applications and software is also essential to be able to perform the job at the satisfactory level.
- Excellent organization skills with the ability to work in a fast-paced, growing business
- Ability to communicate verbally and in writing with employees at all levels of the organization

### Work Environment:

- Required to sit, stand, walk, stoop, and kneel. Ability to use hands and fingers, handle, or feel objects, tools, or controls, reach with hands and arms. Daily use of PC, training equipment, and various materials. The noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.