



Job Title: Account Resolution Specialist I
Date Prepared: July 2024
Reports To: Account Resolutions Manager
Department: Account Resolutions
Status: Hourly/Non-exempt
Grade: 5

PURPOSE: The primary purpose of this position is to assist Fremont Federal Credit Union to live our Mission to deliver the Best Advice, Best Service, and Best Products to promote healthy financial living. To accomplish this effort this position must deliver outstanding service to members and team members in alignment with our established Service Standards. In addition, is responsible for the control of delinquent loan accounts and sending pending late payment reminders. Makes follow-up phone calls on delinquent loans and maintains accurate records on delinquent loan accounts. Optimize collection on accounts while balancing the goodwill of members with the overall business interests of the credit union. The Account Resolution Specialist is responsible for ensuring a professional interface with members.

ESSENTIAL FUNCTIONS

1. Deliver outstanding service to both members and team members in alignment with Fremont FCU's Service Standards.
2. Identify member needs and recommend product and service solutions that will promote healthy financial habits.
3. Meet all established performance goals for service as measured by the Internal Service Survey.
4. Knowledgeable in credit union loan and collection policies and procedures including consumer loan, credit cards, insurances available on loans, regulation affecting loans and collections, compliance requirements, documentation, and processing methods.
5. Contacts delinquent borrowers/co-borrowers by telephone, mail, text, etc., to encourage prompt repayment of delinquent accounts. Confers with borrowers/co-borrowers to determine overdue payment, reviewing terms of loan or credit agreement with member to prevent charge-off's and losses to credit union.
6. Contact delinquent members to determine the reason for delinquency and assist them in developing plans to bring accounts to a current status. Develop payment arrangements on delinquent accounts and monitor for follow through. Process payments, transfer funds and set-up scheduled transfers per member request.
7. Update and log activity on accounts through delinquent loan recovery system. Document outcome of all incoming and outgoing collection efforts.
8. Monitor accounts with GSP devices for delinquency to initiate warning signal, shut down the unit or review contract prior to expiration.
9. Update member account and contact information.
10. Answer members questions/inquiries as to discrepancies and differences in member's accounts pertaining to loans.
11. Send out late notices / letters to members.
12. Maintains regular and reliable attendance.
13. Performs other duties as assigned.

OTHER DUTIES

1. Provides a high degree of service to the member and associated third party agencies or vendors.
2. Keeps work area neat and organized. Keeps all confidential documents out of sight.

Qualifications

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the position satisfactorily. Individual abilities may result in some deviation from these guidelines.

Preferred Experience

High school diploma or GED required. Financial Service industry experience preferred. 1-3 years prior collection experience preferred. Financial services industry preferred.

Skills/Abilities

Be knowledgeable of current regulations and compliance issues with regard to collections as well as all credit union products. Ability to handle stressful situations and upset members in a professional manner. Demonstrate verbal and written communication skills. Interpersonal skills – build relationships / prompt follow-up of questions and problems. The ability to analyze all types of loans and collect them. Generate firm member relationships through genuine and interpersonal relationship skills. Ability to organize and prioritize tasks in a flexible environment and can work on more than one task at a time. Ability to work independently with minimal supervision. Must have the ability to handle pressure of meeting deadlines. Is responsible for producing high-quality work that has been proofed and error free. Available to work flexible, irregular hours to include Saturdays, evenings, and other hours as needed.

Decision Making

To exercise sound judgement when making decisions as they relate to position duties and the credit union's policies and procedures.

Financial responsibilities

To be responsible for safeguarding the credit union's assets by ensuring that policies and procedures are followed.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Performing work through repetitive eye/hand coordination. Write using pen/pencil or personal computer keyboard daily. Must be able to communicate through speaking and hearing and use visual acuity for examining and reading documentation. Position is required to sit, pull, push, reach, and use repetitive hand motions. Position may be required to work long or unusual hours on occasion. Ability to work overtime, attend meetings, seminars, and travel.

Working Conditions

Work is performed primarily indoors with some potential for exposure to safety and health hazards related to electronics work. May require periodic travel between branches. There is exposure to potentially hazardous conditions such as robbery. Employees are to receive detailed instructions and procedures to follow to minimize risk. In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Work Authorization

FFCU requires that all employees be legally authorized to work in the United States, and it abides by all laws that prohibit the employment of undocumented foreign nationals. Any person employed must complete the federal Employment Eligibility Verification Form (I-9) within three days of hire.

Equal Opportunity

FFCU provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, gender identity, sexual orientation, marital status, religion, age, disability, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment.

Diversity Statement

FFCU is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in FFCU policy and the way we do business.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee Signature: _____

Employee Print Name: _____

Date: _____