



JOB DESCRIPTION

Member Solutions Specialist

Department	Member Solutions
Reports to	Manager, Member Solutions and may receive direction from the Sr. Assistant Vice President, Loan Administration Manager
Supervises	N/A

Job Summary

Under close supervision, performs necessary assignments in support of the collection of past due accounts. Researches and analyzes historical data on past due accounts and makes recommendations on action that should be taken to manage delinquency.

Essential Functions

Note: These are not meant to reflect all duties for every incumbent. Rather, they are illustrative of the responsibilities of the specific job.

- Responds to and initiates telephone calls regarding payment notices and delinquent accounts.
- Reviews and mails payment notices ensuring that any errors are detected and corrected.
- Follows up on delinquent loans and makes calls for interest, partial, or full payment.
- Follows up on overdrawn share accounts.
- Monitors and facilitates the Fresh Start Program.
- Retrieve and assess the condition of repossessed vehicles.
- Maintains operations of the CPI program including managing weekly reports.
- Assists and supports other credit union departments in relation to member accounts and loans.
- Maintains documentation of collection activity.
- Compiles and generates reports as required.
- Prepares information needed or required by collection agency.
- Performs skip-tracing duties, as required and directed.
- May negotiate and establish the repayment process within defined guidelines.
- Performs a variety of clerical duties within the Member Solutions Department.
- Must work harmoniously with other employees.
- Performs other duties as assigned.

Required Knowledge, Skills, and Abilities

- Requires a working knowledge of office practices and procedures, including data processing, the ability to make mathematical computations, and to deal with members tactfully and courteously.
- Previous computer experience and a working knowledge of Excel helpful.
- Mental acuity is necessary to understand and abide by rules of confidentiality.
- Ability to understand complex written and verbal communications and respond with professionalism and tact by phone, in person, and/or in written format.
- Ability to read and accurately interpret written and numerical data.

Education and Experience

- High school graduation or equivalent.
- One-year general office experience preferred. Familiarity with computers and public background preferred. Member Services, loan processing or collections experience preferred.

Additional Requirements

- Incumbent must be bondable.
- Must be able to operate an automobile and possess a valid California driver's license.

Physical Requirements

This is a moderately sedentary office classification although standing and walking between work areas is required. Individual(s) in this class must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; visual acuity to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator at a reasonable speed, and to operate standard office equipment. Person(s) in this classification occasionally bends, stoops, kneels, reaches, climbs, and walks; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds regularly, and up to 50 pounds occasionally. Works in an office environment with moderate noise levels.