

Collections Representative II – Job Description Summary

Analyzes severe delinquent and over limit accounts on consumer loans, lines of credit and credit cards in order to determine appropriate collection action. Receives customers/members in person and by telephone for collections department related issues. Communicates and follows up with steps which contribute to the completion of collection activities. Minimize exposure and preventative collection methods.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Competencies
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment
- Mental demands