

Collections Supervisor

SUMMARY:

The Senior Collection Officer's responsibility involves the collection of all delinquent accounts of consumer, mortgage, Visa, and other loans as well as processing garnishments, levies, and other actions to recover past due accounts. The Senior Collection officer is accountable for initiating, pursuing, and ensuring prompt recovery of all monies owed to the organization, that have been classified as past due.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Supervises staff in the Collections Division. Assigns accounts to be worked, and maintains a system of control that indicates progress, payments received on delinquent accounts, more stringent collections actions that need to be taken, legal processes to be initiated, and alternative collection methods that need to be initiated.
- Confers with customers to determine reason for overdue payment, reviewing terms of loan, charge, or credit contract with customer. Provides credit counseling to customers in financial difficulty, as well as those being discharged from military service.
- Records information about financial status of customer and status of collection efforts in the appropriate records of the organization.
- File claims in Small Claims Court and attends hearings to present evidence in support of Organization's claim.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)