

## **Consumer Loan Collector - Job Standards**

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

### KNOWLEDGE OF WORK:

- Must have full and complete understanding of collection functions
- Understands all job tasks to be performed and how they interact with other collection activities
- Understands the applicable laws and regulations pertaining to collections and bankruptcy
- Knows, understands and can apply all standard procedures for collections
- Has the ability to blend job-related educational skills and experiences into job performance
- Knows the organization's collection philosophy and how that applies to customer treatment

### QUALITY OF WORK:

- Meets individual/department goals through diligent collection activity
- Takes the initiative to complete assignments on time; makes collection contacts as required
- Demonstrates time-management effectively; spends appropriate amounts of time on each collection
- Under supervision, completes tasks, routines, collection processes in a timely manner
- Can tolerate unusual pressure without hindering work performance
- Ensures all documentation is accurate and complete and in compliance with applicable regulation

### QUANTITY OF WORK:

- Continuously works the delinquent accounts assigned; makes calls, follows up, gets results
- Completes monthly reporting requirements in a timely manner
- Keeps collection calls to a standard of 3 to 5 minutes
- Meets goals and deadlines established by supervisor for each collection period
- Achieves required collection output with minimal errors or impact on others in workplace

### PLANNING AND ORGANIZATION:

- Gets organized; has immediate access to account and other information needed
- Follows established Collection Department practice and procedure to ensure efficiency and effectiveness
- Knows when to refer to appropriate department or personnel to resolve problem or unusual situation
- Maintains an organized workplace, ensures customer files are re-filed promptly after completion of tasks
- Is highly organized and consequently is able to work in an efficient and effective manner
- Demonstrates exceptional organization of daily functions
- Completes work assignments on time