



northwest **plus** credit union

**Position Title:** Collections Specialist  
**Reports To:** Supervisor - Loan Servicing  
**Location:** Everett

*Bilingual preferred English/Spanish*

### **SUMMARY:**

In this position, you will work with nw+|cu members on their existing consumer and mortgage loans providing excellent member service. Success in this position demonstrated by working cohesively within loan servicing team, effectively managing collection efforts, ensuring regulatory compliance, and the timely completion of all task while following the credit union policies and procedures.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Make outbound and receive inbound calls and emails from members regarding their accounts.
- Actively work delinquent loan and overdrawn account list.
- Establish good rapport and professional relationship with members through proactive and prompt communication.
- Responsible for exceptional member service to every member, every time by ensuring employees deliver consistent high-quality service to both internal and external members that is in alignment with our policies and procedures.
- Represent the credit union in a courteous, honest and professional manner and maintain confidentiality with all member and critical data.
- Familiarize with and adhere to Loan Servicing policies, procedures and regulations.
- Ability to: work independently, multi task, set priorities, demonstration proficient attention to details, meet deadlines and be well organized.
- Performs other duties as assigned.

### **PERFORMANCE STANDARDS:**

Performs assigned duties with minimal direct supervision once proper training is completed.



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### **COMPUTER SKILLS**

To perform this job successfully, an individual should be proficient in Microsoft Office Products and other Database software.

### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Familiarity with the credit union systems, preferred.
- Excellent communication skills, customer service, verbal and written communication.
- Previous lending experience with at least one-year mortgage background.
- Previous collection experience with at least one-year background.

### **EDUCATION and/or EXPERIENCE:**

High School diploma or equivalent required.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

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. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee will operate in a general office environment, using office equipment such as a phone and a computer. The employee must be able to bend, squat and lift occasionally when accessing storage. Standing or sitting for extended periods of time.
- The noise level in the work environment is usually quiet to moderate as compared to a private office with light foot traffic and office equipment. The employee must be able and willing to interact frequently with the public.

NOTE: Job descriptions are not intended, and should not be constructed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with the job.

The credit union is an Equal Opportunity Employer. Background reviews, including criminal and credit histories conducted prior to selection.