



JOB DESCRIPTION

Job Title: Collections Specialist
Department: Hinsdale
Reports To: Collections Team Lead
FLSA Status: Non-Exempt (Hourly)

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Locate and notify customers of delinquent accounts (early stage, 11-34 days) by telephone or email to solicit payment on motorsport loans.
- Advise customers of necessary actions or strategies for repayment, negotiate payment arrangements and research discrepancies (terms of sales, service, or credit contracts).
- Trace delinquent customers to new addresses through research (inquiries to credit bureaus, phone companies).
- Answer incoming calls. Answer customer questions, take payments and service current accounts.
- Perform office duties such as coordinating correspondence, answering emails and creating internal reports.
- Ensure operational integrity through compliance with all policies, procedures and regulations.

Qualifications

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- One to Three years of collections experience, auto or motorsports collections preferred, with demonstrated oral/written communication, negotiation and active listening skills.
- Strong attention to detail while also maintaining accuracy and speed in fast paced office environment.
- Basic Knowledge of bankruptcy chapters 7 and 13, skip tracing, state/federal collections laws and queue management techniques.
- Ability to maintain strict confidentiality.
- Ability to remain calm and professional in stressful situations.
- Willing to work flexible schedule, weekends and overtime as necessary to meet business needs.
- Bilingual (English and Spanish) preferred

Computer Skills

Proficient in Microsoft Word, Excel, and Outlook. General working knowledge of internet-based applications or Jack Henry SilverLake desired.

Supervisory Responsibilities

This position has no supervisory duties.

Physical Demands

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stand; walk; and stoop. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

Equal Opportunity Employer

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Federal Deposit Insurance Corporation

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