

## **First Financial Federal Credit Union Job Posting**

**Position:** Member Solution Representative

**Department:** Collections

**Location:** Corporate

**Summary:** Under the supervision of the VP of Lending and in accordance with established policies and procedures, seeks to provide the utmost service to the members, and staff. To retrieve, collate, prepare, file and distribute forms letters and documents related to lending and collection operations in a timely and efficient manner.

### **Responsibilities:**

- Prepare loan and visa accounts for referral to outside agencies, gathering information, scanning documents and emailing.
- Monitor Overdraft accounts weekly including transferring of available funds, and performing account maintenance.
- Prepare bankrupt loan and visa account for review of VP of Lending, including gathering information for referral to Attorney.
- Answering telephone inquires from members and all staff.
- Occasional member contact to research collection matters.
- May be required to enter share and loan transactions by use PC. Update any or all existing member information regarding address and telephone numbers or other collection information.
- Occasionally the employee may be asked by his/her supervisor to assist other areas of operation when necessary.
- Attend and represent the Credit Union at mediation or arbitration court hearings.
- It is expected that the employee will learn the position and be working independently within one months' time; however, the probationary period for this position is six months.
- Attend regular and special training sessions.
- Manage Credit disputes in EOscar.
- Other duties as assigned.

### **Qualifications:**

- HS Diploma or equivalent
- 6 months to 2 years similar or related experience.
- Good organizational skills and able to Multi Task
- Strong interpersonal skills
- Ability to comprehend simple instructions, short correspondence and memos.
- Able to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to research, collect and analyze data.
- Creative at problem solving and developing alternative solutions.
- Accuracy and attention to detail.
- Strong verbal communication skills:
- Able to present information in one-on-one and small group situations. Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Good basic math skills.
- Must be able to work Saturday's