



# Job Description

<b>Position Title:</b>	<b>Collections/Fraud Lead</b>
<b>Reports To:</b>	AVP of Lending
<b>FLSA:</b>	Non-Exempt

## **Primary Purpose:**

Lead the Fraud, VISA, Credit and Collection Team following policies and procedures of the credit union to best serve the Credit union and its members. Looks for and recommends member solutions to benefit the members Financial Advantage. Combines collection efforts across many products and services and maintains knowledge of Fraud related processes and procedures. This includes daily monitoring of team efforts and filling in where necessary across collections and fraud. Optimizes collections efforts and procedures on accounts while balancing the goodwill of members with overall business interests of PrimeTrust Financial Federal Credit Union.

## **Duties and Responsibilities:**

- ◆ Provides leadership for Fraud/VISA/Collections Team in methods of collection and provides Leadership with updates as required for business purposes. This shall include reports, regular meetings and critical updates with Team.
- ◆ Prepare and initiate Legal action as necessary within guidelines of AVP of Lending.
- ◆ Monitor accounts for late payments and/or delinquency status. Follow up on all delinquent, high balance and overdue credit balance accounts by phone, texts and/or letter. Ensure professional interface with members.
- ◆ Review accounts where action beyond routine collection procedures must be approved or implemented. Handle complex situations. Resolve difficult or non-routine member issues.
- ◆ Review all accounts that are to be written off as uncollectible.
- ◆ Keep up to date on best practices for Collections and Fraud and help with training and assistance of other team members.
- ◆ Schedule and approve time off within guidelines of credit union and department guidelines.
- ◆ Contact delinquent members and/or co-signers and share-holders by telephone, text, email, or mail to determine the reasons for negative balance or delinquency, and assist them in developing plans to bring accounts to current status. Develop workout plans and collect on overdue accounts wherever possible.
- ◆ Process extensions and workout solutions for accounts when needed. Ensure all maintenance is completed on the proper systems.
- ◆ Skip trace on accounts when applicable.
- ◆ Maintain accurate data for bankruptcy filings, charge off accounts, etc.
- ◆ Research payroll deductions, stops, starts, and changes as they may affect the status of a loan repayment.
- ◆ Work with staff by training or advising on situations concerning members or procedures
- ◆ Assist with handling of fraud claims.
- ◆ File claims with our attorney for all bankruptcy filings, process credit counseling and trustee payments received by mail, and respond to interrogatory/levy requests.
- ◆ Investigate and correct discrepancies in credit bureau reports.
- ◆ Prepare month end reports as required.
- ◆ Prepare and submit files to 3<sup>rd</sup> party agency for further collection activity beyond charge off
- ◆ Respond to any missing or needed information on account reviews that are performed.
- ◆ Understanding of how to use electronic signature software
- ◆ Perform maintenance required on decedent accounts, including freezing credit accounts, and collecting from other co-signers or share-holders.

- ◆ Maintain an up-to-date knowledge on credit union products and services.
- ◆ Poses no direct threat to the health or safety of himself/herself, of others, or to property. Defined as a significant risk of substantial harm that cannot be eliminated or reduced to an acceptable level by reasonable accommodation.
- ◆ Requires regular attendance to perform essential elements as contained herein between the assigned start and end times for work.
- ◆ Performs such individual assignments as management may direct.
- ◆ Establishes and maintains effective work relationships within PrimeTrust Financial Federal Credit Union and the community; and maintains the professional competence, knowledge and skill necessary for the satisfactory performance of all assigned responsibilities.
- ◆ Other duties as assigned by leadership.

**Basic Qualifications:*****Education***

High School Degree.

***Experience/Knowledge***

Five to Ten years of proven related collections / adjuster / fraud experience

***Certifications/Licenses/Registrations*****Preferred Experience/Qualifications:**

Associates degree in accounting or finance or equivalent experience

**Technical Competencies:**

Interpersonal skills in order to work effectively with all employees and members of PrimeTrust Financial Federal Credit Union.

Above average computer skills in various accounting software programs.

Ability to analyze problems and make independent judgments to initiate corrective action or resolution.

Good organizational skills.

**Physical Requirements & Work Environment:**

Sitting at desk or workstation approximately 90 percent of work time. Standing and walking approximately 10 percent of work time.

Ability to work extended hours and weekends.

Normal Credit Union environment.

Ability to lift 10 lbs. occasionally.

1/2026