



### **Collector**

Novation Credit union is looking for the right person to join our team as a full-time Collector. This role focuses on reserving Credit Union assets by controlling delinquent accounts, collecting delinquent loan payments, counseling with members, and/or recovering collateral. Responsible for collecting deposit account activity that might lead to losses. Work closely with the Credit Union's Risk Management Officer to identify policies and practices that can minimize losses. Responsible for running the delinquent loan meetings and keeping management informed of external trends or internal practices that present added risk to credit union assets.

### **Location:**

Hybrid with office in Oakdale, MN

### **Successful candidate must have these skills and abilities:**

- Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.
- Talks to others to convey information effectively. Communicates effectively in writing as appropriate for the needs of the audience. Maintains confidentiality related to Credit Union operations and work-related information.
- Write and interpret routine reports and correspondence.
- Calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.
- Apply concepts of basic algebra.
- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Deal with problems involving several concrete variables in standardized situation.
- Proficient with Microsoft Office Suite and Collections platform.
- Be professional with excellent attention to detail.
- Have the ability to multi-task and prioritize.
- Be a good communicator.
- Work collaboratively in a fast-paced environment and as part of a dynamic team.

### **Requirements:**

- High school diploma, additional post-secondary education is a plus.
- 1–3 years of similar or related experience preferred but will train the right person.
- Experience working within the financial services industry is a benefit.
- Experience and demonstrated knowledge of Microsoft Office (Outlook, Excel, Word primarily) and the Enterprise system collection platform.

**Job Duties/Responsibilities:**

- Contacts delinquent accounts by phone, email, text or mail. Advises and counsels members of necessary actions and strategies for debt repayment. Takes appropriate action to bring account to a current status. As necessary, helps members create custom payment plans to repay the Credit Union.
- Analyzes financial situation of delinquent borrowers. Makes recommendations to repossess collateral when arrangements to bring the loan current are unsuccessful.
- Responsible for running the monthly delinquency review meeting and making recommendations for charge-off and legal action as needed.
- Be fully knowledgeable with collection compliance and legal options for recovery of past due loan and deposit balances.
- Sets up and maintains accurate files and reports on all collection activity.
- Testifies at legal proceedings as required.
- Stays current on collection process knowledge and trends in loan underwriting that contribute to delinquent/charged-off loans.
- Ensure timely contact of members with delinquent loans to inquire about re-payment intent, initiating contact with members upon generation of the 15-day notice.
- Maximize the collection and/or recovery of credit union assets from delinquent and charged-off accounts. Responsible for collecting on NSF checks, overdrawn accounts and other deposit related activity that could lead to losses.
- Keep collections files and records accurate, complete, and up to date.
- Ensure all collection activity is legal and follows established policies, keeping management informed of operational issues affecting collection activities.
- Ensure all collection activity is legal and follows established policies, keeping management informed of operational issues affecting collection activities.
- Identify and inform management of potential underwriting problems.
- Provide professional, timely, and accurate service and support to all members and associates.
- Performs other job-related duties as assigned.

This full-time position will be an employee of Novation Credit Union and will be provided with a competitive hourly salary and an attractive benefit package. Novation Credit Union is a 70-year-old company offering banking services to the employees, retirees, and their families of 3M Company, Solventum, McLeod County, MN and the donors of the Novation Foundation.

Interested and qualified candidates, please send a letter of interest and resume to [humanresources@novation.org](mailto:humanresources@novation.org).