

**Evergreen Credit Union**  
**Structured Compensation - Job Description**  
**Payment Solution Specialist**

Data Year: 2023

Prepared On: 05/09/2023

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Department:	Payment Solutions	Grade:	8
Reports To:	EVP/CFO	Classification:	Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	01/01/2010
		Revised Date:	02/20/2018

**Role:**

To preserve the Credit Union's assets by controlling delinquent accounts, collecting delinquent loan payments and/or recovering collateral.

**Essential Functions & Responsibilities:**

- E 50% Contacts delinquent accounts by phone, email and mail; takes appropriate action to bring current. This includes daily review of outstanding delinquent accounts within the core system; mailing of delinquency notices and other steps to facilitate collection.
- E 10% Arranges the sale of repossessed collateral; determines additional investment to be made in collateral.
- E 20% Analyzes financial situation of delinquent borrowers; takes steps to assist the borrower in becoming current and makes charge off recommendations when recovery is not considered likely.
- E 5% Other related duties as assigned.
- E 5% Serves as a back up for other collection staff in handling delinquent deposit accounts.
- E 10% Works with attorneys and other collection agencies as necessary to facilitate the recovery of Credit Union Assets. Testifies at legal proceedings as required.

**Performance Measurements:**

1. All collection activity must be performed in compliance with credit union policies and legal requirements.
2. Delinquency levels must be maintained at acceptable levels as set by Credit Union management.
3. The collection and/or recovery of Credit Union assets must be maximized at every possible opportunity within legal and policy guidelines.
4. Interactions with coworkers and members must be handled in a friendly, professional and accurate manner.
5. Department activities must be performed using the most up to date technology and processes to ensure timely and efficient collection efforts.

**Knowledge and Skills:**

Experience One year to three years of similar or related experience.

Education A high school education or GED.

Interpersonal Skills 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.

Other Skills Must have strong communication skills and be proficient in the use of computers and a 10 key calculator..

Physical Requirements

Work Environment Normal office work environment.

**This Job Description is not a complete statement of all duties and responsibilities comprising the position.**

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Printed Employee Name

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Date

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Employee Signature