

Role: To support the payment solutions area by processing documentation, performing research, filing documents, communicating with members and vendors regarding delinquent loans, and recovering collateral.

Essential Functions & Responsibilities:

- Assist with daily tasks and collections support duties including bankruptcy filing preparation, and core system updates.
 - Respond to time sensitive subpoena requests.
 - Post attorney and 3rd party collection agency payments.
 - Charge-off negative shares in core system.
- Assist with repossession tasks that include repossession assignments, required written notifications, preparation of documents for auction, applying sale proceeds, and making accurate general ledger entries.
 - Maintain repossession logs for accurate accounting of assets.
- Ensure efficient and accurate filing of necessary legal documents with attorneys and third-party vendors.
 - Upload appropriate bankruptcy and legal documents to the collection's platform, Temenos.
 - Communicate any necessary follow up with the Payment Solutions representatives.
- Complete timely communication on behalf of Payment Solutions Department using the proper telephone, email, and verbal communication skills within the department and with partnered vendors.
- Performs other job-related duties as assigned.

Qualifications:

- One to three years of similar or related experience
- A high school education or GED
- Excellent interpersonal and communication skills
- Ability to provide ordinary courtesy when interacting with the public and coworkers