Gold Coast Federal Credit Union
Job Description

Job Title: Collector II
Department: Collections
Reports To: Collection Manager
FLSA: Non-Exempt
Prepared Date: May 2026

Summary

Collector II is responsible for managing delinquent loan accounts, negative share and deposit balances, recovery efforts, and member repayment arrangements while supporting the credit union's commitment to member service, regulatory compliance, and asset protection. This role works independently to resolve delinquent accounts through effective member communication, account analysis, payment negotiations, and collection strategies designed to minimize losses and maximize recoveries.

Collector II maintains a strong understanding of consumer lending, collection practices, bankruptcy procedures, repossession processes, and recovery operations. This position is responsible for assisting members experiencing financial hardship, administering collection and recovery activities, maintaining accurate records, and ensuring compliance with all applicable federal and state regulations, NCUA regulations, credit union policies, and industry best practices.

Key Responsibilities

- Collection & Recovery Responsibilities
  - Review and manage delinquent loan accounts, negative deposit balances, and assigned collection queues by contacting members, evaluating repayment capacity, monitoring payment arrangements, and maintaining accurate documentation of collection efforts and account status.
  - Negotiate payment plans, extensions, workout arrangements, and other collection solutions within established authority limits and departmental guidelines while working to minimize losses and restore accounts to good standing.
  - Recommend and administer appropriate collection actions, including workout plans, account restrictions, repossessions, legal action, charge-offs, and third-party collection placement.
  - Process account closures related to charge-off, recovery, or collection situation in accordance with credit union policies and procedures.
  - Post and reconcile recovery payments received on charged-off accounts from collection agencies, attorneys, or other recovery sources.

- Bankruptcy, Repossession & Loss Mitigation Responsibilities
  - Administer bankruptcy and repossession accounts by reviewing legal documentation, coordinating with attorneys, trustees, courts, and approved vendors, maintaining required account controls, and ensuring compliance with applicable laws and court requirements.
  - Monitor repossession, recovery, and deficiency balance activity while recommending effective collection, recovery, and loss mitigation strategies.
  - Evaluate member financial circumstances and recommend practical repayment alternatives that support both member retention and the credit union's risk management objectives.

- Regulatory & Compliance Responsibilities
    - Ensure all collection, recovery, bankruptcy, repossessions, and account servicing activities comply with applicable federal and state laws, including but not limited to FDCPA, FCRA, MLA, SCRA, OFAC, BSA/AML requirements, and NCUA guidance.
    - Process credit reporting disputes through e-Oscar and other designated systems while maintaining accurate records and timely responses.
    - Support audits, examinations, quality control reviews, and legal proceedings through complete documentation, proper account maintenance, and adherence to policies and procedures.
    - Remain knowledgeable regarding regulatory compliance and changes, collection requirements, and industry best practices relevant to collection operations.
- Quality, Workflow & Member Experience Responsibilities
    - Deliver professional, respectful, and solution-oriented service while independently managing assigned workloads, maintaining productivity standards, and ensuring timely completion of collection activities and follow-up requirements.
    - Exercise sound judgment in resolving member concerns, negotiating repayment arrangements, and addressing complex collection situations while maintaining consistent follow-through and accountability.
    - Identify collection trends, workflow inefficiencies, and opportunities to improve recovery efforts and member outcomes, making constructive recommendations to management when appropriate.
- Team & Vendor Coordination Responsibilities
    - Collaborate with Lending, Branch Operations, Member Experience, collection agencies, attorneys, bankruptcy trustees, courts, repossession & CPI vendors, and other internal or external business partners to facilitate account resolution and recovery efforts.
    - Maintain professional and proactive communication regarding account status, recovery strategies, legal matters, and member repayment arrangements.
    - Foster positive working relationships and contribute to a cooperative, productive, and member-focused team environment.

Required Skills & Qualifications

Minimum 2 to 5 years of collection experience, delinquency management, consumer bankruptcy procedures, repossession administration, loss mitigation strategies, and recovery operations. Ability to analyze account situations, negotiate repayment arrangements, exercise sound judgment, and recommend appropriate collection actions.

Experience utilizing collection management systems, core processing platforms, and recovery tracking tools. Strong attention to detail, organizational skills, and the ability to maintain accurate documentation and records. Excellent verbal and written communication skills with a commitment to professionalism, compliance, and member service.

Proficiency in Microsoft Office applications, including Word, Excel, and Outlook.

Preferred Qualifications

Experience working in a credit union collections environment. Experience handling consumer bankruptcy accounts, repossessions, charge-off recoveries, and third-party collection agency relationships. Experience processing credit reporting disputes through E-Oscar or similar dispute management platforms.

Experience with Corelation Keystone core processing and collection systems.

Associate degree or equivalent combination of education, training, and related collections experience.

Familiarity with applicable collection and lending regulations, including FDCPA, FCRA, MLA, SCRA, OFAC, BSA/AML requirements, and state collection laws.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to walk; use hands to finger; handle; or feel; and talk and hear. The employee is occasionally required to stand and reach with hands and arms. The employee may regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environmental characteristics here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made. The noise level in the work environment is usual.

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