



Credit Advisory Section Clerk

Full-Time | Hourly (\$14.00 - \$18.80)

OVERVIEW

The Credit Advisory Section Clerk provides clerical assistance to CAS, including answering phones, processing correspondence, and maintaining accurate files. The CAS Clerk may also contact members to determine the reason for a past-due loan, notify the CAS Manager, and make recommendations on actions to take if loan collateral is in jeopardy.

DUTIES AND RESPONSIBILITIES

- 25%** Collect delinquent credit card balances by contacting members, sending collection notices, and filing all necessary paperwork.
- 25%** Maintain contact with credit union vendors (e.g., DDI, CUNA, ESA), file necessary claims, and run reports. Refund force-placed insurance premiums, process payments, and file all necessary paperwork.
- 15%** Prepare and upload necessary charge-off documents to attorney for suit and garnishment. Correspond with attorneys regarding accounts that have been sent out for legal.
- 10%** Notate delinquent mortgages, including running a weekly report from the vendor system and escalating to CAS Manager when necessary.
- 10%** Provide additional support to Credit Advisors when needed, including but not limited to sending collection notices. Maintain a detailed written record of all communications made regarding the delinquency.
- 5%** Establish and maintain a helping relationship with members to promote the cross-sell of other credit union services.
- 5%** Maintain and scan collection files according to department procedure. Input data into the Credit Union's collection system and generate reports as requested.
- 5%** Perform other duties as assigned.

Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.

EDUCATION AND EXPERIENCE

Experience

Six months to two years similar or related experience, including time spent in preparatory positions.

Education

High school or GED required.

Skills

- Significant level of trust and diplomacy necessary in communicating with members
- Must be comfortable conducting in-depth conversations with members and utilizing direct and indirect reports
- Communicate sensitive information with outside vendors and maintain confidentiality

ADA REQUIREMENTS

Individuals must bend, sit, and stand to perform primarily sedentary work with limited physical exertion and occasional lifting up to 25 lbs. Must be capable of climbing / descending stairs in an emergency. Must operate standard office equipment, including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must work extended hours or travel off-site whenever required or requested by management. Must be capable of regular, reliable, and timely attendance.

ACKNOWLEDGEMENT

This job description is not a contract and should not be presumed to guarantee employment. Infuze Credit Union is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, gender, national origin, disability, age, or any other category protected by law.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE