

Collections Officer
Job Description



Position:	Collections Officer
Reporting to:	Finance Manager
Date:	October 2018
Salary Scale:	Band 3
Personal Attributes:	<p>You will be an experienced credit controller, responsible for managing and collecting default loan payments</p> <p>You are experienced in dealing with people who have financial difficulties and who may be vulnerable</p> <p>You will be confident in dealing with customers who are resistant by remaining polite, tactful and firm</p> <p>You have excellent written and verbal communication skills</p> <p>You have an excellent eye for detail</p> <p>You are self-motivated and well organised</p> <p>You are resourceful and able to think clearly under pressure</p>
Purpose:	<p>To work as part of the Finance team of Police Credit Union in order to meet the organisation's aims and objectives</p> <p>To ensure delinquency is controlled and minimised</p> <p>To assist in maintaining the financial health of Police Credit Union</p> <p>To assist the managers in providing regular reports highlighting trends in non-payment from loans issued identifying areas of weakness in loan sanction</p> <p>Improve procedures</p>
Key Responsibilities:	<p>Credit Controller</p> <ul style="list-style-type: none"> - Provide a dedicated debt recovery service to PCU acting in the company's best interest - Review missed loan payment reports in a timely manner, making initial contact with the member immediately once payment has been missed - Implement PCU's Bad Debt process, maintaining and updating PCU system and records accordingly - Managing and assessing financial statements for reduced repayments - Negotiating repayments of new and historical delinquency - Updating and assessing affordability of repayment plans already in place and managing historical debt - Explaining the terms of PCU loan products - Responsibility for investigating accounts - Running Insolvency Checks and Land Registrations checks - Take responsibility for resolving disputes, ensuring member concerns are actioned correctly and all parties notified - Liaising with Debt Management Companies - Liaising and instructing solicitors

	<ul style="list-style-type: none"> - Assist with implementing Credit Control Manager programme on our IT system - Updating credit sharing reports - Work together with the payments team who look after the payroll and direct debit collections <p>Other</p> <ul style="list-style-type: none"> - Assist with finance administration - From time to time you will assist with payrolls working alongside the payments team, providing support and holiday/absence cover - Undertake additional training as and when required
<p>Qualifications & Experience:</p>	<p>Essential</p> <ul style="list-style-type: none"> - Minimum of 2-3 years' experience in credit control and debt recovery - Confident using MS Office software - Competent with IT systems - Proven experience of working in a financial services regulatory environment - Knowledge of formal debt recovery processes and have the ability to assess whether legal proceedings will result in recovery of debts - Working knowledge of DMPs, bankruptcy and IVAs in particular - Excellent verbal and written communication skills, delivering a consistent and professional level of service at all times <p>Desirable</p> <ul style="list-style-type: none"> - Understanding and appreciation of the Credit Union movement - Previous experience working to targets