

Los Angeles Police Federal Credit Union (LAPFCU) has an exceptional career opportunity available. LAPFCU was started in 1936 and is a continuing leader in the credit union industry. Currently our asset size is \$738 million and growing. We offer competitive compensation and an exceptional benefits package. In addition to the related experience required for each position, candidates with experience in a financial institution are preferred.

**Job Title:** Collections Representative

**Wage Classification:** Non-Exempt

**Status :** Full Time

**Hourly Range:** \$16.72 - \$20.89

**Location:** Van Nuys

16150 Sherman Way Van Nuys, CA 91406

**Department:** Collections

**Requisition:** #2009-34

**Job Code:** Web/ Collections Rep

## **DESCRIPTION – COLLECTIONS REPRESENTATIVE**

*Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

### **1. POSITION PURPOSE & SUMMARY**

The primary purpose of this position is to assist Los Angeles Police Federal Credit Union live out its mission, "to enhance the quality of life for the Los Angeles Police Department family by serving as a trusted partner providing rewarding financial solutions through exceptional service." To achieve this purpose this position must provide outstanding service to both internal and external members. A key part of this outstanding service is to identify the financial needs of each member and recommend an appropriate credit union solution. Responsible for ensuring the delivery of our Service Promises and maintaining the credit union's Quality Service Standards in every situation.

Additionally, under general supervision, but in accordance with established policies and procedures, which are in compliance with all applicable state and federal regulations and laws, is responsible for making consistent contact with members on delinquent loan accounts in order to resolve the delinquent status. Maintains loan loss prevention control at acceptable levels upon the initial stages of a delinquent loan, while also maintaining collection policies and procedures.

Demonstrates and maintains an up-to-date knowledge of and ensures on-going compliance with applicable regulatory requirements, such as BSA, OFAC, CIP and internal policies and procedures.

Be an active/supportive participant in all service training. Utilize tools as they are made available.

## 2. QUALIFICATIONS

- Education: High school diploma, GED or equivalent required.
- Training and Experience: Minimum 1 year experience in collections including visa, auto loans and repo collections. Mortgage, real estate and general bankruptcy knowledge preferred. Type 30 –40 wpm; computer experience preferred, but not required. Some accounting knowledge desirable.
- Required License and/or Documentation: California driver's license

## 3. CRITERIA FOR EVALUATION / ESSENTIAL FUNCTIONS

- Deliver on our Service Promises in every internal and external member contact as measured by the Quality Loop and Internal Service Survey.
  - We promise to treat you with the utmost respect.
  - We promise to take responsibility for your request
  - We promise to make it easy to do business with us.
  - We promise to respond to your requests in a timely manner.
  - We promise to identify your needs and suggest a rewarding financial solution.
  - We promise to ensure the security of your financial information.
  - We promise to show our appreciation for allowing us to serve you.
  - We promise to deliver exceptional service at every encounter.
- Meets or exceeds performance standards.
- Responsible for maintaining Credit Union's quality service standards.
- Verbally interacts with members, associates and others.
- Reads, writes and performs basic mathematical computations.
- Handles and executes multiple tasks simultaneously as outlined under Task List.
- Exercise good judgment and maintain confidentiality.
- Ability to meet the physical requirements of the position as outlined under Physical Requirements.
- Operates office related machinery.
- Able to clearly and effectively communicate verbally and in writing.
- Able to use applicable versions of Window, Word & Excel, as well as other systems.

### **Please apply to:**

Los Angeles Police Federal Credit Union  
Human Resources Department  
Job Code: Web/Collections Rep  
16150 Sherman Way  
Van Nuys, CA 91406  
E-mail: [@lapfcu.org](mailto:@lapfcu.org)  
Fax 818/782-9356

Resumes without salary requirements will not be reviewed.

To learn more about the Los Angeles Police Federal Credit Union, please visit our website at [://www.lapfcu.org/](http://www.lapfcu.org/)

**No phone calls, please. LAPFCU is an Equal Opportunity Employer.**

