

POSITION DESCRIPTION

JOB TITLE: Consumer Lending & Asset Recovery Manager **GRADE LEVEL:** V
DEPARTMENT: Consumer Lending **FLSA:** Exempt
DATE: January 2022

Reports directly to: VP of Lending

Function: Responsible for the day-to-day operations of the consumer lending & collection departments including compliance with relevant state and federal lending & collection laws. Handles a variety of duties relating to the administration of lending and collection department and the supervision of the departments' staff

Duties and Responsibilities:

1. Must meet our service standards as evaluated by our internal and external members:
 - *I will greet you with a prompt, friendly welcome*
 - *I will treat you with courtesy and respect*
 - *I will offer you my undivided attention*
 - *I will take ownership of situations and follow through*
 - *I will provide accurate information and helpful solutions*
 - *I will do all I can to improve your financial life*
 - *I will thank you for your business*
2. Assumes responsibility for managing the lending and asset recovery departments by:
 - a. Formulating departmental goals, strategies, operating policies and procedures and directing the implementation of approved changes.
 - b. Making recommendation for personnel regarding scheduling, employment, performance rating, salary changes, promotions, transfers and termination.
 - c. Ensuring productivity levels are maintained through effective monitoring or staffing levels and financial requirements.
 - d. Responsible for coaching, training, mentoring, and motivating employees in all areas to achieve optimum performance levels.
3. Participates in development of credit union strategic plans, operating policies, and financial goals.
4. Supervise and direct department personnel to ensure compliance with departmental procedurals and policies.

5. Inputs variables for the collection and lending software systems to customize programs to meet Credit Union needs.
6. Seek out risk management opportunities and identify opportunities for operational efficiencies in the collection and credit department and make recommendations to supervisors.
7. Review loan approvals for soundness of decisions; perform audit on consumer loan files to ensure quality and that lending policies are followed
8. Develop, analyze, and complete monthly loan and collection reports.
9. Ensure that consumer loan & collection policies, procedures, services and products are in compliant with federal & state regulations.
10. Maintain up-to-date knowledge of general economic conditions that may affect the credit union's consumer lending and/or collection department
11. Make loans with-in assigned lending authority and lending guidelines.
12. Oversee fraud activity. Review and analyze delinquency report. Audit delinquent accounts considered to be uncollectible to ensure maximum efforts have been taken before charge-off. Prepare charge-off reports for Board approval.
13. Assumes additional responsibilities as assigned.

Core Competencies:

- Must possess strong leadership and communication skills and be able to influence
- colleagues at all levels throughout the organization
- Models an enterprising team-building leadership style
- Demonstrates strategic planning and thinking ability
- Recognizes the competitive advantage provided by technology
- Motivates and inspires others to adopt a sales and service culture perspective
- Models exemplary work ethics
- Demonstrates understanding of and commitment to the organization's business vision, strategic goals and the requirements to achieve them.

Positions Specifications

Education: A college degree or equivalent is required.

Experience: Minimum of five years experience in Lending and Collection.

Skills: Must have excellent communication skills – oral, written, verbal, and presentation.
Must be able to work effectively with all levels of employees.
Must be able to travel to branches as needed.