

Email Resume To: jrobertson@pelicanaf.com

Summary: Responsible for minimizing loss and exposure through adherence to all regulatory requirements and business unit policies and guidelines. Working directly with the Loan Servicing Management Team to ensure adherence to federal and state laws as well as company and departmental policies and procedures.

Primary Duties and Responsibilities

- Responsible for the collection of assigned and unassigned delinquent accounts. This includes assisting borrowers whose loans may not be delinquent.
- Contact or receive inquiries from delinquent borrowers and determine reasons for delinquency and negotiate a repayment strategy that resolves the delinquency and deters future late payments. Investigates delinquent borrowers by approved skip tracing methods.
- Establish and maintain adequate record of occurrence for each loan worked
- Maintain compliance with state and federal collection laws
- Adhere to company and departmental policies and procedures

Education and Experience

- High school diploma or equivalent is required.
- Minimum two to three (2 - 3) years of collection experience.
- Certification in any training class or classes is helpful but not required.

Language

- Must be fluent in English.
- Excellent verbal and written communication skills required.
- Ability to read, analyze and interpret general correspondence.

Other Skills and Abilities

- Type 20 wpm.
- It is required that you possess multi-tasking and organizational skills.
- Requires the ability to be a team player and communicate well with employees in other areas or departments.
- Must have in-depth knowledge of FDCPA guidelines and state collection laws.
- Must have excellent customer service skills and have the ability to stay organized with multiple tasks.
- Must possess a clear sense of urgency.