

<https://www.ucfs.net/job/collections-manager/>

Collections Manager

Description

Primary responsibility of the **Collections Manager** is to optimize (maximize within allocated resources) collections on low credit quality accounts. Secondary responsibility is to know all UCFS collection systems and procedures as well as back up the Director of Account Services.

Responsibilities

- Continuously develop and implement new collection strategies, processes and procedures to improve and optimize collections.
- Supervise, develop, motivate and optimize performance of assigned personnel, including preparing staff performance reviews.
- Develop measurable goals and reporting on results of collection activities for staff in area of responsibility.
- Compliance with collection laws and risk management of collection activities.
- First Payment Defaults (FPDs) – Develop strategies to collect:

Early stage – before 30 days past due

Middle stage – before 60 days past due

Late stage or not going to pay – early out to collection agency; and
Reporting on reasons for not paying monthly to management

- Low credit quality contract collections:

More experienced collectors

Approaches, scripts, settlements, etc.

Not going to pay – early out to collection agency;

Reporting on reasons for not paying monthly to management.

- Recoveries:

Bankruptcies

Collection Agencies

Champion Challenger strategies with low performing agencies eliminated

Visits, audits and relationship management

Skills and Abilities

- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to understand, analyze and assess risk factors on risk management reports.
- Ability to multi-task in a busy, fast-paced, sometimes stressful and noisy environment with frequent interruptions.
- Ability to communicate effectively on the phone and in person for up to 8 hours per day.
- Ability to work quickly in accordance with customers' time constraints.

Hiring organization

United Consumer Financial
Services

Employment Type

Full-time

Industry

Financial Services

Job Location

Westlake, Ohio, OH

Valid through

29.08.2024

- Ability to read, write and perform mathematical calculations.
- Ability to understand and follow UCFS policies, procedures and guidelines.
- Proficiency with a computer, including but not limited to Microsoft Office (Outlook, Excel, Word, Teams).

Minimum Qualifications

- BA/BS from four-year college/university in Finance, Business, or related field or equivalent experience.
- Strong knowledge required of regulations relative to debt collection such as CFPB rules, FDCPA, TCPA and Bankruptcy.
- Working knowledge of RMS collection recovery system (AS400 platform) preferred.
- Minimum of 5 years related (recovery, collections, finance, lending) experience; supervisory experience.