

COLLECTIONS SPECIALIST

JOB SUMMARY:

Performs professional, administrative and legal tasks relevant to the supervision of the Collections Department, with specific concentration on endeavors related to the swift and complete recovery of delinquent accounts. The fundamental goal of the collections supervisor is to establish and implement innovative processes and practices which result in the collection of negligent accounts while remaining as accommodating as possible to our property owners within the parameters of Association policies and procedures.

SPECIFIC FUNCTIONS:

- Implement processes and strategies that facilitate the collection of past due balances, as well as the recovery of severely delinquent accounts.
- Maintain client files, the status of client accounts, and when necessary, consult with the General Manager concerning problems and/or inquiries.
- Ensure proper preparation and delivery of correspondence, notices, and other communication regarding delinquent accounts.
- Prepare legal documents pertaining to the transfer of title for real estate.
- Recommend legal action and follow through as necessary.
- Subsequent to all other devices having been exhausted, prepare and transmit Notices of Delinquent Accounts, Notices of Intent to File for Judgment and/or Civil Complaints for the collection of past-due accounts.
- Conduct skip-tracing efforts as needed.
- Assign accounts to collection agency.
- Routinely evaluate accounts and collections progress with General Manager.
- Design, maintain and utilize various databases for the entire collections process.
- Assist the Property Control Officer in the confiscation of property; submit invoices for the storage of said property; maintain thorough records of all actions taken.
- Investigate bankruptcies and negotiate settlements; collaborate with heirs, executors and attorneys to resolve outstanding accounts; confer with the Association attorney on matters above the collections manager's authority.
- Review accounts and recommend charge-offs as appropriate.
- Administer the transfer of property by generating the necessary legal documents. Forward the documents with specific instructions to the customer and invoice the

processing and recording fees. Upon return receipt, file documents with the appropriate agencies.

- Submit all fees and monies collected to the general accounting clerk along with any accompanying documentation.
- Maintain a database of collection clients, addresses, phone numbers and account numbers and update information as necessary.
- Abide by Association confidentiality policies.
- Utilize an array of computer programs on a daily basis including, but not limited to: Microsoft Office applications (Word, Excel, Outlook, Access, Publisher, etc.), Jenark or other accounting program, Adobe Reader, Adobe Acrobat (PDF) and Internet search engines.
- Draft statements/reminders and transmit via e-mail or regular mail to payment plan customers as needed.
- Receive payments by way of cash, checks, and credit/debit cards. Record payments in collections files. Enter transfer fees and payments in Point of Sale and accounting systems.
- Develop, process and record deeds when property is transferred from property owner to the Association.
- Maintain an inventory of properties transferred/restored to the Association and update corresponding spreadsheet daily. Furnish a monthly report to the Executive Assistant for presentation at the Board of Directors monthly meeting.
- Assist other departments and provide support for special projects as necessary.
- Print deeds for the collection process when required.
- Negotiate, amend and maintain assessment payment plans and reports.
- Invoice and charge owner accounts for security and property violations.
- Track and furnish information for Sheriff Sales and bankruptcies.
- Track and file owner Judgments.

REQUIRED SKILLS/ABILITIES:

- General knowledge of basic accounting principles and methods is necessary.
- A thorough understanding of Pennsylvania and federal collection laws and practices including the Fair Debt Collection Practices and the Fair Credit Reporting Act.
- Proficient in Microsoft applications, specifically Word, Excel, Outlook and Access
- Excellent verbal and written communications skills.
- Ability to work independently as well as part of a team.

EXPERIENCE/EDUCATION:

- Minimum 3 years' experience in collections and credit work.
- Bachelor's degree in Finance, Accounting, Business or related field preferred
- Certification from the American Collectors Association or ACA International a plus

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, time is spent looking at a computer screen and operating a keyboard and basic calculator. The employee is frequently required to sit, talk, hear, stand, walk, handle or operate objects, controls or tools and/or equipment. The employee is occasionally required to reach with hands and arms, stoop, kneel, or crouch, lift and/or move more than 30 pounds. Specific vision abilities required by this job may include close, distance, color, and peripheral vision, depth perception and the ability to adjust focus.

Work is performed in a climate-controlled office setting. The noise level in the office environment is moderately quiet.

To apply for a position at Treasure Lake, please pick-up an employment application at the TLPOA Administrative Office, Monday - Friday, 9 a.m. to 5 p.m. or download from our website

Send the application to: Human Resources, 13 Treasure Lake, and DuBois, PA 15801, drop it off at the TLPOA offices or email it to: admin@tlpoa.us.

Treasure Lake is an Equal Opportunity Employer.