



JOB POSTING NOTICE

Position: Collections Specialist

Location: Sulphur Springs, TX

Hours: Monday – Friday: 8:00 AM – 5:00 PM

POSITION PURPOSE

This position is accountable for collecting the maximum amount of overdue funds from customers, which may include a variety of collection techniques, legal claims, and the selective use of outside collection services. This employee offers the customer the highest degree of service and promotes all Alliance Bank’s products and services.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

1. Ability to read, write and speak the English language, **bilingual in Spanish is preferred.**
2. High School diploma (or equivalency).
3. Two (2) years of experience in banking, a call center environment, a job-related field of study; or a combination of education and experience providing equivalent knowledge.
4. Ability to analyze customers’ creditworthiness and handle the collections processes and procedures.
5. Ability to respond to customer requests with tact, diplomacy, and a sense of urgency.
6. Ability to organize and prioritize own tasks and responsibilities as well as certain departmental functions to improve overall efficiency as well as to set goals and meet deadlines.
7. Ability to operate basic office equipment including a PC job-related software.
8. Ability to handle bank and customer transactions with a high level of confidentiality.
9. Schedules are prepared based on business need and subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.
10. Ability to stand, bend, stoop, squat, and kneel.
11. Ability to lift up to 50 pounds.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Personify Alliance Bank’s mission statement of *The best in all we do.*
2. Promotes Alliance Bank’s culture through all interactions modeling the Alliance Bank way of Customer Experience.
3. Ability to handle the collections processes and procedures.
4. Assist the Collection Officer.
5. Assist with the following types of bank collections:
 - a. Consumer loans that are assigned for collection and/or repossession
 - b. Back up Collection staff for all phases of the judgment process
 - c. Assist with all phases of the Fannie Mae collection process
6. Work with past due customers to get a current status
7. Attendance at bank loan officer’s meetings, past due meetings, and committee functions as needed.
8. Will serve as backup for Collection Officer for taking any committee minutes.
9. Process invoices for payments and maintain records for the files including entering invoices into Silverlake.
10. Check NSF’s on accounts that have been assigned to the Collection Officer.
11. Prepare all collection letters.
12. Maintain files for imaging.

***This is a summary of the requirements and essential functions.
The full job description is available upon request.***

Qualified applicants should submit a resume to HR@Alliancebank.com.



AN EQUAL OPPORTUNITY EMPLOYER