

JOB POSTING NOTICE



POSITION: Collection Specialist
(must be fluent in English & Spanish)

LOCATION: Sulphur Springs, TX

SCHEDULE: 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

- Personify Alliance Bank's mission statement of ***The best in all we do.***
- Ability to read, write and speak the English language, **bilingual required.**
- 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.
- Ability to offer Alliance Bank's products and services.
- Ability to analyze customers' creditworthiness and handle the collections processes and procedures.
- Ability to respond to customer requests with tact, diplomacy, and a sense of urgency.
- 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.
- Ability to operate basic office equipment including a PC job-related software.
- Ability to handle bank and customer transactions with a high level of confidentiality.
- Knowledge of state and federal regulations.
- Knowledge of Alliance Bank's loan policies, procedures, products, and services.
- Schedules are prepared based on business needs and are subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.
- Office setting with moderately varied desk-oriented activity.
- Repetitive movement of finger, wrist, and hand.
- Ability to stand, bend, stoop, squat, and kneel.
- Ability to lift 50 lbs.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- Assist the Collection Officer.
- Assist with the following types of bank collections:
 - Consumer loans that are assigned for collection and/or repossession
 - Back up Collection staff for all phases of the judgment process
 - Assist with all phases of the Fannie Mae collection process
- Work with past due customers to get a current status
- Attendance at bank loan officer's meetings, past due meetings, and committee functions as needed.
- Process invoices for payments and maintain records for the files including entering invoices into Silverlake.
- Check NSFs on accounts that have been assigned to the Collection Officer.
- Prepare all collection letters.
- Maintain files for imaging.
- Maintains positive relations with all customers, discussing sensitive personal financial circumstances in a tactful manner.
- Ensure that all paperwork and processes meet all federal and state laws, and regulations.
- Keep updated on all Alliance Bank policies and procedures pertaining to this position.
- Attendance and punctuality are a must.

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.

The best in all we do.

AN EQUAL OPPORTUNITY EMPLOYER