



## JOB DESCRIPTION

**Position Title:** Collections Assistant  
**Location:** Sodus, NY

### General Summary:

Under general supervision and in accordance with established policies and procedures, performs a variety of administrative tasks to support the activities of the collections department. Creates departmental reports, processes requests, and assists with the charge-off process for shares and loans.

Understands and follows expectations of Reliant's corporate culture. Consistently demonstrates the attributes of accountability, respect, and teamwork. Provides quality service and strives to exceed service expectations. Acts in a professional, friendly manner at all times. Completes work timely and accurately.

### Duties & Responsibilities:

*The following duties and responsibilities for this position are not all inclusive; others may be required or assigned.*

1. \*Responsible for the submission of paid charged off files to off-site storage facility. Maintains off-site logs to assist in retrieval of the files upon request.
2. Ensures timely filing of departmental documents.
3. \*Completes routine and monthly responsibilities associated with the charged off accounts.
4. \*Responsible for functions associated with closing charged off negative shares and reporting the same to check reporting system.
5. \*Prepares weekly letters to notify members of their overdrawn status.
6. \*Completes the monthly overdrawn report and updates the same on a weekly basis.
7. \*Utilizes the PACER system to report current bankruptcy filings and completes tasks associated with due diligence on accounts in bankruptcy.
8. \*Processes remittances received by the Chapter 13 trustee for bankrupt accounts.
9. \*Processes attorney remittances and prepares selected charged off accounts for referral to counsel for suit.
10. \*Processes member disability claims and posts disability payments to members' account.
11. Assists Manager with compliance associated with Restraining Notices.
12. Assists with transferring of funds to clear delinquency.
13. Prepares and distributes various monthly and quarterly department reports.
14. Assists in preparation of materials for meetings when requested.

*\*Indicates an essential function of this position.*

### Required Knowledge, Skills and Abilities:

1. Effective written and verbal communication skills.
2. Demonstrates knowledge of general business office routines, practices, and experience.
3. Proficiency with calculator, PC and keyboard, copier, and data terminal skills.
4. Possesses ability to work independently while supporting an overall team effort.

5. Ability to work with minimal supervision.
6. Adept at planning and scheduling of own work.
7. Ability to read with High school level skills.
8. Strong records management skills.
9. Strong organizational ability.

**Minimum Training and Experience:**

1. High school diploma or equivalent. Successful business course history desired.
2. One to three years of related experience in an office environment is desired.
3. Experience with using and demonstrated proficiency in Microsoft products including Excel and Word software.

**Physical Requirements**

1. Ability to use keyboard, monitor, telephone, and other standard office equipment.
2. Ability to communicate effectively with others in person, via telephone, email, and written communications.
3. Ability to decipher data contained in documents, reports, spreadsheets, etc., presented both on paper and electronically.
4. Ability to access document files/filing drawers above and below waist levels.
5. Ability to travel throughout a two-story building including stair climbing and descent and/or elevator operation.
6. Ability to lift and move a maximum of 25 pounds.
7. Ability to sit and/or stand for extended periods of time.
8. Must be capable of regular, reliable and timely attendance.
9. Ability to work a flexing work schedule as business needs dictate.

**To Apply:**

Email or mail your resume and cover letter to:

careers@reliantcu.com

Attn: Careers  
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