



JOB SPECIFICATION

Code 10850

Grade GS 47

LOAN ACCOUNT & COLLECTION SPECIALIST

General Purpose

Under general supervision, maintain accurate financial records for the housing program and perform collection duties on delinquent accounts.

Typical Duties:

Prepare and perform accounting functions for housing program loans. Involves: Implement and maintain housing program database. Keep appropriate records. Create individual ledgers for customer accounts to track balances, payments, payoffs, interest and principal reduction for each payment. Prepare payment coupons. Analyze data and status of accounts. Process release of lien after loan pay-off.

Research and analyze delinquent accounts for collection. Involves: Review and analyze records of loans administered by the housing program. Monitor accounts, records and other information to manage delinquency. Determine appropriate methods to obtain payment. Maintain files on past due accounts. Document details of methods utilized to secure payment. Utilize skip-tracing techniques to determine location of persons with past due accounts. Make arrangements for payment and perform follow up as required. Report to credit bureau as necessary. Provides account information to attorney for foreclosure and bankruptcy accounts.

Provide technical assistance and information regarding housing program loans. Involves: Provide information to customers, financial institutions, title companies, banks and others regarding loan status. Assist customers with problems. Explain loan accounting process including posting of payments, correction of entries and audit information. Interpret and apply housing program loan policies and methods. Compile information and prepare reports on loan and collection activity.



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Knowledge, Skills, and Abilities

- Application of good knowledge of loan processing principles and practices.
- Application of good knowledge of collection methods and techniques.
- Application of good knowledge of consumer credit rules and regulations.
- Application of good knowledge of loan accounting methods and techniques.
- Evaluate information and make appropriate judgments based on facts.
- Implement and utilize automated loan processing programs.
- Perform mathematical calculations used for loan processing.
- Clear concise oral and written communication to prepare reports and provide account information.
- Establish and maintain effective working relationships with coworkers, city management, customers, financial institutions and the general public.

Other Job Characteristics

- None.

Minimum Qualifications

Education and Experience: A High School diploma or GED, and three (3) years accounting, clerical or bookkeeping experience.

Licenses and Certificates: None.

Special Requirements: Positions requiring a CDL or positions of a safety sensitive are subject to drug and alcohol testing in accordance with federal regulations.