

Blue Mountain Credit Union

Position Description

Revised: February 13, 2026

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| Position Title: | Loan Servicing & Collections Specialist |
| Location: | College Place, WA |
| Work Location: | This position is only eligible for in office/branch work assignments. |
| Classification: | Regular, Full Time, Non-Exempt |
| Position Reports to: | Assistant Vice President of Lending |
| Position Manages: | N/A |

BLUE MOUNTAIN CREDIT UNION

Blue Mountain Credit Union (BMCU) is a Washington State Community Chartered and Low-Income Designated Credit Union with a **mission to strengthen family by improving the financial and economic resilience in our community**. For over 60 years Blue Mountain Credit Union has done this by offering safe, affordable, and sound financial products and education. Our success is measured by our ability to help our members reach financial stability and growth. Our services are offered to anyone who lives, works, is educated, or worships in the State of Washington.

As a member-focused Credit Union, we're looking for new team members who have a desire to help others. Whether empowering people to reach their goals in person or behind the scenes, our employees share a commitment to creating meaningful relationships with our members and community. Our employees create the Blue Mountain Credit Union experience by **acknowledging** and **welcoming** each member, **introducing** ourselves and Blue Mountain Credit Union's mission in the community, **addressing** people by name, **providing** the duration of estimated wait times and **updating** frequency if timelines change, **explaining** situations in a way that educates and creates **transparency**, carefully **listening** to their concerns, and always **thanking** people for trusting Blue Mountain Credit Union with their financial needs. You will join a team of motivated, dedicated and empowered employees who strive to provide superior service and conduct accurate transactions, while complying with policies, procedures, and regulatory banking requirements. Blue Mountain Credit Union offers competitive pay, professional development, and great benefits.

POSITION PURPOSE

This team member is responsible for supporting the lending function of the Credit Union by reviewing completed loan forms for accuracy and policy compliance, ensuring loans are properly collateralized, servicing existing loans, and performing collection and recovery activities on delinquent and defaulted accounts. The Loan Servicing & Collections Specialist must stay current on all loan, servicing, and collection policies, procedures, and applicable state and federal regulations including the Fair Debt Collection Practices Act (FDCPA) and other applicable state and federal consumer protection laws and regulations. This position requires exceptional customer service skills, excellent communication, and attention to detail.

ESSENTIAL FUNCTIONS

1. **Ensure loan files are complete and loans are underwritten according to the loan policy.**

Expectations

- Complete loan checklist for each loan produced.
- Report loan issues to the AVP of Lending and cc the Vice President of Lending.
- Ensure loans are collateralized. Work with dealers, the department of licensing, and other third parties to obtain titles.

2. **Assist in the servicing of loans.**

Expectations

- Check loan documents against information in servicing systems.
- Release collateral for paid off loans.
- Follow document record retention and recordkeeping requirements.
- Audit changes made to loan files to ensure no fraud is committed, proper documentation is present, and procedures are followed.
- Track insurance on collateralized loans and follow up with members who don't have insurance.
- Track and assist in insurance claims.

3. **Perform collection functions** ensuring that policies, procedures, and regulations are followed and that any loss take by the Credit Union can not be attributed to a lack of collection efforts.

Expectations

- Contact members via outbound/inbound phone calls and other means of communication to negotiate account resolution and accurately input and document actions within the collection systems while maintaining company performance and productivity standards.
- Appropriately use available tools including refinancing, skip-a-pay, and loan modifications to facilitate members who are committed to repaying the Credit Union.
- Monitor repayment plans and determine if further action is warranted.
- Notify co-signers of loan delinquency.
- Refer uncooperative or seriously delinquent accounts to the Vice President of Lending for review and potential referral to attorneys and/or outside collection agencies.
- Proactively call troubled loans identified on loan watchlist.
- Continue to collect on charge-off loan accounts that are not transferred to external collections.

- Ensure all bankruptcy documentation and communication is referred to attorney's in a timely manner.
 - Adhere to provisions as set forth in the Fair Debt Collection Practices Act (FDCPA) and ensure collection activity is always within Credit Union policy and all relevant regulations.
 - Create collection reports for management.
4. Maximize the collection and/or recovery of Credit Union assets from delinquent and charged-off accounts through the repossession and liquidation process.

Expectations

- Analyze the financial situation of delinquent borrowers; make recommendations to repossess collateral when other arrangement to bring the loan current are unsuccessful.
 - Order repossessions.
 - Send repossession and sale notifications to members.
 - Document condition of repossessed assets.
 - Obtain repair and reconditioning quotes.
 - Work with dealers and auctions to determine best course of liquidation.
 - Maintain documentation regarding repossession and expenses incurred in liquidation.
5. **Strive for the continuous improvement** of processes and quality of service for the purpose of attaining Credit Union goals, ensuring compliance, improving customer service, and meeting regulatory requirements.

Expectations

- Seek developmental opportunities for professional growth. Participate in ongoing coaching, job shadowing, mentoring, and training to develop and enhance performance and develop skills for other positions at the Credit Union (cross train).
- Maintain an up-to-date and extensive knowledge of all Credit Union products, services, policies and procedures, as well as industry regulations. Adhere to policies, procedures, and regulations.
- Perform all responsibilities in accordance with company policies and regulatory requirements. Control risk and perform duties in a safe and sound manner.
- Maintain confidentiality and security of member information according to regulatory and organization guidelines and policies.
- Complete assigned training programs in timely and accurate manner. Attend credit union training, conferences, or webinars as assigned.
- Maintain effective communication with all Credit Union employees to ensure coordination and exchange of information for accomplishing Credit Union goals.
- Exemplify BMCU's mission statement, corporate values, service promises, and exceptional customer service standards.

6. Other duties as assigned.

QUALIFICATIONS

Education

Required: High school diploma, GED, or equivalent experience.

Experience:

Required:

- Minimum one (1) to two (2) years of consumer loan servicing and/or collections experience
- Experience working with delinquent loans, repayment plans, and charge-offs

Preferred:

- Bankruptcy processing experience
- Repossession and collateral liquidation experience
- Loan insurance tracking and claims experience
- Credit union or community bank experience

Bilingual

Required: Bilingual in English and Spanish (verbal and written), with the ability to conduct complex financial and collections conversations in both languages.

Licenses and Certifications:

License Required: None

License Preferred: None

Certification Required: None

Certification Preferred: None

KNOWLEDGE:

- Knowledge of front-line credit union operations
- Knowledge of principles of good customer service
- Knowledge of deposit and transaction products and services
- Knowledge of banking regulations and Credit Union policies
- Knowledge of consumer loan documentation and process
- Knowledge of collection laws and practices

SKILLS

- Skill in talking with members and determining needs
- Skill in understanding and managing emotions while interacting with different personality types
- Skill in using basic computer software and entering data

- Skills in effectively and professionally communicating in-person, on the telephone, and in written communication
- Skill in cash handling and basic math
- Skill in communicating complex transactions, answering questions, explaining services, and educating members

ABILITIES:

- Ability to use standard business technology and adapt to new and evolving software applications.
- Ability to communicate effectively both in writing and in Spanish and English orally
- Ability to work cooperatively with the staff, members and volunteers
- Ability to make quality decisions in a timely manner
- Ability to provide informed, professional, and accurate service and support to all members, departments, and colleagues while displaying respect for all areas of diversity and levels of knowledge.
- Ability to report for work on time and maintain a schedule of regular attendance
- Ability to work independently and as a team member while using discretion in decision making and sound judgement in problem solving
- Ability to manage multiple projects and tasks simultaneously
- Ability to develop and maintain a high level of product and service knowledge
- Ability to initiate conversations with members, recognize/listen to requests and/or concerns, identify their needs, and help them resolve problems or cross sell applicable products and services
- Ability to apply knowledge acquired through job training and self-study of procedures and updates.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

The physical activities and work environment described here are representative of those that must be met/encountered by an employee to successfully perform the essential functions of the job. Reasonable accommodation will be made by the Credit Union to enable the employee to perform the essential functions.

Work Environment

The work environment is an office setting with moderate noise levels.

Talking and Hearing:

While performing the duties of this job, the employee is regularly required to talk or hear. Specifically the employee must be able to:

- Read, write, and communicate in English, in person and over the telephone
- Hear average or normal conversations and receive ordinary information
- Convey detailed or important instructions or ideas accurately to others
- Talk, hear and speak in front of groups of people

Repetitive Motion:

The employee frequently is required to stand, walk, sit, use hands, handle or feel. Movements frequently and regularly require using the wrists, hands, and/or fingers.

Visual Abilities:

Average, ordinary visual acuity is necessary to prepare or inspect documents or products or operate office equipment. Specific vision abilities required by this job include close vision and ability to adjust focus.

Physical Strength:

The employee is occasionally required to lift and/or move up to 30 lbs.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Reasoning Ability

- Ability to apply logical or scientific thinking to defined problems, collect data, establish facts, and draw conclusions.
- Ability to make quality decisions in a timely manner.
- Ability to deal with very difficult concepts and complex variables.

Mathematics Ability:

- Ability to calculate figures and amounts such as discounts, interest. Percentage rates and commissions.
- Ability to perform basic financial calculations, analyze loan balances, interest, and payment histories, and apply resolve account issues.

Language Ability:

- Ability to read, analyze and interpret general policy/procedures, documents, business periodicals, professional journals, and federal and state regulations.
- Ability to prepare and make comprehensive presentations, participate in formal debate, and professionally communicate before an audience.
- Ability to use tact and diplomacy in handling confidential information dealing with credit union operations, members, and employees.
- Ability to conduct training and make professional presentations.

Acknowledgment

I acknowledge that I have received a written copy of this job description. I acknowledge that I am able to perform, with or without a reasonable accommodation, the essential duties of this position. If you require an accommodation, please attach a sheet describing the accommodation requested.

Employee Name: _____

Signature: _____

Date: _____

